

## Jia Le (LKK Auto)

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**From:** Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>  
**Sent:** Wednesday, 12 August 2020 11:06 AM  
**To:** Jia Le (LKK Auto)  
**Cc:** Cheok, Lee Wai  
**Subject:** RE: #9110726850SG003#023# // Your ref : CC3/AIG20004248/KDA3 // Accident involving SHD9788K and SMH2205S along carpark of Block 440 Ang Mo Kio Avenue 10 on 17 March 2020

Hi Jia Le,

Any update on my email below?

On a side note, please on hold settlement for this case.

Thanks.

**Best Regards,**

**Bernard Ler**  
**AIG**

Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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**From:** Ler, Bernard-JQ  
**Sent:** 27 July 2020 11:23  
**To:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Cheok, Lee Wai <Cheok.Leewai@aig.com>  
**Subject:** RE: #9110726850SG003#023# // Your ref : CC3/AIG20004248/KDA3 // Accident involving SHD9788K and SMH2205S along carpark of Block 440 Ang Mo Kio Avenue 10 on 17 March 2020

Hi Kathlyn,

I have called OI and explained to her on both liability and damages.

She couldn't really accept that she is down for this accident despite the PIR and common law. In the end, I told her DS is the most cost efficient way and not to further impact her policy and we ended the conversation.

Hi Jia Le,

For damages, OI mentioned that she only hit front left door and there is no drag of damage from front to rear door. Please request the surveyor to review the video before finalize the repair.

Thanks.

**Best Regards,**

**Bernard Ler**  
**AIG**

Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd

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**From:** Cheok, Lee Wai

**Sent:** 24 July 2020 14:43

**To:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>

**Cc:** PRDSG.DFILE <[PRDSG.DFILE@aig.com](mailto:PRDSG.DFILE@aig.com)>

**Subject:** #9110726850SG003#023# // Your ref : CC3/AIG20004248/KDA3 // Accident involving SHD9788K and SMH2205S along carpark of Block 440 Ang Mo Kio Avenue 10 on 17 March 2020

Hi Jia Le and Bernard,

I refer Jia Le's email of 23 July 2020.

Insured called me this morning. Our conversation :-

- a. She received stern warning from traffic police and has uploaded in AIG contact website.
- b. She is not at fault (requested to look at the video footage carefully).
- c. Pre-existing of damage on the 3<sup>rd</sup> party's vehicle.
- d. Told her unable to advise her on 3<sup>rd</sup> party property damage claim and will refer to Bernard (officer in charge).
- e. Explained to her the procedure of 3<sup>rd</sup> party's lawyer litigating the matter in Court, if no settlement (for BI).

Aside to Bernard,

Insured requested a call from you. She would like to find out more of the 3<sup>rd</sup> party's damage claim although Jia Le has spoken to her a few times.

As Insured is disputing liability, you may have to be careful when resolving the PD claim.

Thank you.

Regards,

**Kathlyn Cheok**  
**AIG**

Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way AIG Building #10-00 Singapore 079120

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**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

**Sent:** Thursday, 23 July 2020 2:09 PM

**To:** Cheok, Lee Wai <[Cheok.Leewai@aig.com](mailto:Cheok.Leewai@aig.com)>

**Cc:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>

**Subject:** [EXTERNAL] RE: #9110726850SG004#023# // Your ref : CC3/AIG20004248/KDA3 // Accident involving SHD9788K and SMH2205S along carpark of Block 440 Ang Mo Kio Avenue 10 on 17 March 2020

This message is from an external sender; be cautious with links and attachments.

Dear Kathryn,

Third party did not have video footage but they provide the scene photos.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256 3561 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Veron Chen (LKKAuto)

**Sent:** Thursday, 23 July 2020 2:04 PM

**To:** Cheok, Lee Wai; SUR; Jia Le (LKK Auto)

**Cc:** Ler, Bernard-JQ

**Subject:** RE: #9110726850SG004#023# // Your ref : CC3/AIG20004248/KDA3 // Accident involving SHD9788K and SMH2205S along carpark of Block 440 Ang Mo Kio Avenue 10 on 17 March 2020

Dear Kathryn,

Thank you for the email.

**Dear Jia Le,**

**Kindly assist-CC3/AIG20004248/Kda3**

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Cheok, Lee Wai [<mailto:Cheok.Leewai@aig.com>]

**Sent:** Thursday, 23 July 2020 1:58 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>

**Subject:** #9110726850SG004#023# // Your ref : CC3/AIG20004248/KDA3 // Accident involving SHD9788K and SMH2205S along carpark of Block 440 Ang Mo Kio Avenue 10 on 17 March 2020

Dear Sir,

We refer to the above accident.

Do you have the video footage of the 3<sup>rd</sup> party?

Insured is disputing liability.

Thank you.

Regards,

**Kathlyn Cheok**

**AIG**

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

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Tel +64191880

[cheok.leewai@aig.com](mailto:cheok.leewai@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

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