

Jasper Chua (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, 16 July 2020 2:31 PM
To: Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: <OI NON REPORTING> Your Ref: 6903532959SG - ACCIDENT INVOKLVING VEHICLES GBG 6272G AND GBE 3181R ON 17/04/2020 - LKK REF CC4/AIG20005332/Kha3

Dear Jasper

Noted with thanks.

Best Regards

Bennie Tan

AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]
Sent: Thursday, July 16, 2020 2:22 PM
To: Tan, Bennie-WZ
Cc: Admin A
Subject: [EXTERNAL] RE: <OI NON REPORTING> Your Ref: 6903532959SG - ACCIDENT INVOKLVING VEHICLES GBG 6272G AND GBE 3181R ON 17/04/2020 - LKK REF CC4/AIG20005332/Kha3

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

Dear Bennie ,

TP owner already claim his own damage.

Therefore , we will close the file and submit WP report

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Monday, 22 June 2020 11:24 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: <OI NON REPORTING> Your Ref: 6903532959SG - ACCIDENT INVOLVING VEHICLES GBG 6272G AND GBE 3181R ON 17/04/2020 - LKK REF CC4/AIG20005332/Kha3

Hi Jasper

Reference to your email below.

Please advise any TP evidences to this matter i.e. Police Investigation Results, video footage. Noted that the actual driver of time of accident did not report on said accident, please advise on the attempts done to get OID to report said accident.

Kindly update us on the above for our consideration to the next course of action.

Best Regards

Bennie Tan
AIG

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

78 Shenton Way #09-16 Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Thursday, June 04, 2020 4:10 PM

To: Tan, Bennie-WZ

Subject: [EXTERNAL] RE: <OI NON REPORTING> Your Ref: 6903532959SG - ACCIDENT INVOLVING VEHICLES GBG 6272G AND GBE 3181R ON 17/04/2020 - LKK REF CC4/AIG20005332/Kha3

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

Dear Bennie,

Attached OI GIA report.

Kindly advised whether we should proceed with direct settlement and approval on liability.

Liability: 100% (BOLA 22)

Remarks: Insured driver hit parked third party.

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108



Save the Earth. Print only when necessary.

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: June 3, 2020 11:17 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: <OI NON REPORTING> Your Ref: 6903532959SG - ACCIDENT INVOKLVING VEHICLES GBG 6272G AND GBE 3181R ON 17/04/2020 - LKK REF CC4/AIG20005332/Kha3

Hi All

Kindly provide an update on this matter.

Thank you.

Best Regards

Bennie Tan

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way #09-16 Singapore 079120

Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.aig.sg

Advanced Leave Notification:

From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Wednesday, April 29, 2020 11:00 AM

To: Tan, Bennie-WZ

Cc: Admin A; Vic (LKKAuto); Jasper Chua (LKK Auto)

Subject: [EXTERNAL] <OI NON REPORTING> Your Ref: 6903532959SG - ACCIDENT INVOKLVING VEHICLES GBG 6272G AND GBE 3181R ON 17/04/2020 - LKK REF CC4/AIG20005332/Kha3

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

Dear Bennie,

We refer to the subject matter.

Please be informed that we received email from Insured and was informed that the driver at the time of accident is currently uncontactable and that all relevant documents of the Hirer/Driver was in their office and unfortunately, they could not retrieve for filing of report due to COVID-19 Circuit Breaker in Singapore.

However, the Hirer had furnish a copy of the Police Report which states that they were not aware of the accident pending for Driver's confirmation and details. (please see attached emails).

For the time being, the Insured will hold on the matter.

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,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

Jasper Chua (LKK Auto)

From: shirley.lee@mbmwheelpower.com.sg
Sent: Thursday, 16 July 2020 2:20 PM
To: Jasper Chua (LKK Auto)
Cc: Admin A
Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY *** LKK REF: CC4/AIG20005332/Kba3

Dear Jasper,

Kindly close the case as owner already claims his own damage.

Thank you.

Best Regards,
Lee Shirley | Claims Advisor



T 6262 8888 | F 6250 9015 | M 8686 5188

Email: shirley.lee@mbmwheelpower.com.sg

MBM Wheelpower PTE. LTD.

160 Sin Ming Drive • #06-02

Sin Ming Autocity • Singapore 575722

www.mbmwheelpower.com.sg

From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Thursday, 16 July 2020 2:14 PM
To: shirley.lee@mbmwheelpower.com.sg
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY *** LKK REF: CC4/AIG20005332/Kba3

WITHOUT PREJUDICE

Dear Sir/Mdm,

Kindly advise if your client has any evidences to this matter i.e. Police Investigation Results, video footage.

Thanks

Best Regards,
Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Monday, 4 May 2020 2:12 PM
To: shirley.lee@mbmwheelpower.com.sg; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY *** LKK REF: CC4/AIG20005332/Kha3

Without Prejudice

Dear Shirley,

We refer to your below email.

Please be informed that we are still pending for our Insured's GIA report.

We will continue to follow up on the matter.

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,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: shirley.lee@mbmwheelpower.com.sg [<mailto:shirley.lee@mbmwheelpower.com.sg>]

Sent: Monday, 4 May, 2020 12:10 PM

To: Mei Kwan (LKKAuto); Vic (LKKAuto)

Cc: Admin A; Jasper Chua (LKK Auto)

Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY *** LKK REF: CC4/AIG20005332/Kha3

Dear Mei Kwan,

Any feedback on the liability?? Cos the parts need to indent have to wait 3-5 weeks so kindly let us know the liability issue asap.

Thank you.

Best Regards,

Lee Shirley | Claims Advisor



T 6262 8888 | F 6250 9015 | M 8686 5188
Email: eric.woo@mbmwheelpower.com.sg

MBM Wheelpower PTE. LTD.

160 Sin Ming Drive • #06-02

Sin Ming Autocity • Singapore 575722

www.mbmwheelpower.com.sg

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, 30 April 2020 12:54 PM

To: shirley.lee@mbmwheelpower.com.sg; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY *** LKK REF: CC4/AIG20005332/Kha3

Dear Sir / Madam,

Thank you for your email.

Hi Vic,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: shirley.lee@mbmwheelpower.com.sg [<mailto:shirley.lee@mbmwheelpower.com.sg>]

Sent: Thursday, 30 April 2020 8:44 AM

To: Mei Kwan (LKKAuto)

Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY *** LKK REF: CC4/AIG20005332/Kha3

Dear Mei Kwan,

Kindly refer to the GIA Report my client was not at the scene of the accident but as per police report my client have a witness.

Thank you.

Best Regards,

Lee Shirley | Claims Advisor



T 6262 8888 | F 6250 9015 | M 8686 5188

Email: eric.woo@mbmwheelpower.com.sg
MBM Wheelpower PTE. LTD.
160 Sin Ming Drive • #06-02
Sin Ming Autocity • Singapore 575722
www.mbmwheelpower.com.sg

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 29 April 2020 8:12 PM
To: shirley.lee@mbmwheelpower.com.sg
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY *** LKK REF: CC4/AIG20005332/Kha3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

Please provide us the following.

- **evidence i.e. video and scene photo**
- **PIR result**

Please take note that the case handler in-charge is Vic.

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: shirley.lee@mbmwheelpower.com.sg <shirley.lee@mbmwheelpower.com.sg>
Sent: Tuesday, April 28, 2020 4:31 PM
To: Teo, Ericweihong <Ericweihong.Teo@aig.com>
Cc: Hor, Yinrul <Yinrul.Hor@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Abu Kassim, Noor Mariesa <NoorMariesa.AbuKassim@aig.com>
Subject: RE: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY

Dear Eric,

Would appreciate if you can advise on the liability for this case as customer has keep asking.

Thank you.

Best Regards,

Lee Shirley | Claims Advisor

T 6262 8888 | **F** 6250 9015 | **M** 8686 5188

Email: eric.woo@mbmwheelpower.com.sg

MBM Wheelpower PTE. LTD.

160 Sin Ming Drive • #06-02

Sin Ming Autocity • Singapore 575722

www.mbmwheelpower.com.sg

From: Teo, Ericweihong

Sent: Mon, 27 Apr 2020 03:55:32 +0000

To: shirley.lee@mbmwheelpower.com.sg

Cc: Hor, Yinrul, Subramaniam, Divyashni, Abu Kassim, Noor Mariesa

Subject: FW: FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY

Dear Shirley,

I believed that the PRI for vehicle GBE3181R had been carried out by your agreed surveyor from LKK on 22/4/2020.

In this case, kindly confirm whether you wish to reconduct the PRI?

Thank you.

Kind regards,

Eric Teo Wei Hong

AIG

Claim Adjuster II,
Singapore— Auto Express & FNOL

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext: 1002213

Ericweihong.Teo@aig.com | www.aig.com

From: shirley.lee@mbmwheelpower.com.sg [<mailto:shirley.lee@mbmwheelpower.com.sg>]
Sent: Monday, April 27, 2020 11:05 AM
To: AIG SGP, Claims-Survey
Cc: 'Danny Ong '; gary.wong@mbmwheelpower.com.sg; eryx.tan@mbmwheelpower.com.sg
Subject: [EXTERNAL] FW: GBE3181R & GBG6272G DOA 17.04.2020 - SURVEY

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

Dear All

Appreciate if you can advise us on the liability status first for the below loss and please arrange for a survey.

Kindly refer to the attached GIA report & estimate.

Our Client's Vehicle Number:	GBE3181R
AIG Vehicle Number:	GBG6272G
Date/Time of Loss:	17/04/2020 14:20hrs

Please contact Shirley 8686 5188 for the survey arrangement

Thank you.

Best Regards,

Lee Shirley | Claims Advisor

T 6262 8888 | **F** 6250 9015 | **M** 8686 5188

Email: eric.woo@mbmwheelpower.com.sg

MBM Wheelpower PTE. LTD.

160 Sin Ming Drive • #06-02

Sin Ming Autocity • Singapore 575722

MailScanner has detected a possible fraud attempt from "urldefense.proofpoint.com" claiming to be www.mbmwheelpower.com.sg

--

This message has been scanned for viruses and dangerous content by
QUAPE SPAM Protection, and is believed to be clean.

--

This message has been scanned for viruses and dangerous content by
QUAPE SPAM Protection, and is believed to be clean.