

## Hsiao Tong (LKKAuto)

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**From:** Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>  
**Sent:** Thursday, 27 October 2022 10:39 AM  
**To:** Cecilia Chong (LKK Auto); Hsiao Tong (LKKAuto)  
**Cc:** Khoo, Kay-Eng; Admin A  
**Subject:** RE: YOUR REF: 0479826315SG (SHD 258H) / OIV: SMM 560C / DOA: 27042020

Hi Hsiao Tong,

Please upload your correspondence(s) with TP in Merimen and submit WP report for closure.

Thanks.

**Best Regards,**

**Bernard Ler**  
**AIG**

Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1946

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

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**From:** Ler, Bernard-JQ  
**Sent:** 26 May 2022 14:42  
**To:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Cc:** Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: YOUR REF: 0479826315SG (SHD 258H) / OIV: SMM 560C / DOA: 27042020

Hi Cecilia,

Please maintain 50%, on the merit that TP is moving out from parking lot and OID is making a turn. Understand that TP claimed that TPD is stationary but there is no evidence to support their stance.

Thanks.

**Best Regards,**

**Bernard Ler**  
**AIG**

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

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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Sent:** 19 May 2022 08:37  
**To:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>  
**Cc:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: YOUR REF: 0479826315SG (SHD 258H) / OIV: SMM 560C / DOA: 27042020

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Hi Bernard,

As per our tele-conversation on April to check if OID has the PIR.

I have managed to get Mr Goh yesterday evening. He mentions that he does not have PIR or any other evidence.

He mentions that the accident happens on year 2020 and he mention that he has already deleted or disregards whatever letters he has received previously as thought matter already resolve.

And the above-mentioned vehicle was no longer driven by him as well. So far, no dispute from OID as he also can't really recall back the incident on that day since has passed for 2 years.

As such, kindly let us have your further instruction to maintained 50/50 settlement or in full as our opinion maintained at 50% since both parties does not have concrete evidence to support their report.

Thanks

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@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.*

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, 28 March 2022 4:10 pm  
**To:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>  
**Cc:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: YOUR REF: 0479826315SG (SHD 258H) / OIV: SMM 560C / DOA: 27042020

Dear Bernard,

Kindly call me to further discuss this case.

Thanks

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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

**Sent:** Friday, 25 March 2022 3:21 pm

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Cc:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: YOUR REF: 0479826315SG (SHD 258H) / OIV: SMM 560C / DOA: 27042020

**Importance:** High

Hi Cecilia,

Please obtain PIR and scene photos as requested. We are unable to accept this case being litigated in the absence of evidence(s) and also the delay from your end.

We have been warning that this case is under Trans-Cab and chances are they will litigate the matter should there be no settlement.

Please act on this case urgently.

Hi Kay Eng,

Fyi.

Thanks.

**Best Regards,**

**Bernard Ler**  
**AIG**

Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1946

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

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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Sent:** 22 March 2022 16:35  
**To:** Ler, Bernard-JQ <[Bernard-JQ.Ler@aig.com](mailto:Bernard-JQ.Ler@aig.com)>  
**Subject:** [EXTERNAL] YOUR REF: 0479826315SG (SHD 258H) / OIV: SMM 560C / DOA: 27042020

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Dear Bernard,

TP repairer inform that they are unable to accept the liability of 50/50 and has informed that they have pass the case to lawyer for handling.

Kindly let us have your approval to submit WP and close the case.

Thanks

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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