

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Thursday, 23 December 2021 5:06 PM
To: Ler, Bernard-JQ
Cc: Admin A; Khoo, Kay-Eng
Subject: RE: 8440664514SG-003 *** LKK REF: CC4/AIG20006043/Kga3

Hi Bernard,

We refer to the email below.

Third party did not submit a complete estimate till date.

In view we will submit DAR for the case and shall reopen if third party return on the necessary.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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



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.

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 23 December 2021 3:11 PM
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: Re: 8440664514SG-003 *** LKK REF: CC4/AIG20006043/Kga3

Dear Sir / Madam,

Thank you for your email.

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

Hi Asher,

FYNA, CC4/AIG20006043/Kea3

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Sent: Thursday, December 23, 2021 3:00 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Subject: RE: 8440664514SG-003 *** LKK REF: CC4/AIG20006043/Kga3

Hi Cecilia,

The case is still open after your email on June 2021.

Please expedite.

CLAIM SUBFOLDER (TP)...Pending

Fastlane Field Survey

Claim Audit	History Checking	Activity Log	Document
Reassign/Relabel	Assign Solicitor	File Review	Adj Market V
Change Registration	Claim Details	Set/Modify Adj Mandate	

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Submitted	Ins Auth'd
Main	29 May 2020		30 May 2020 00:00		

Main		Offer Processing		Claim Details		Adjustment	
CLAIM SUBFOLDER DETAILS							
Insured:		UP COMMUNICATIONS PTE LTD , Co. Reg. No. : 199800711W					
Main Claimant:		KOK WAI TENG , ID : S7511904F					
Vehicle Reg. No.:		SKM6589E				Date of Loss :	
Claim Type:		TP / 8440664514SG ... [MRMCaseID: SG938403]				Policy/Cover Note No. :	
Vehicle Reg. No. (Insured):		GBJ7373B				Policy No. (Claimant):	
						Excess:	
Repairer:		Chew Goon Motor (AMK) PROFILE Blk 10 Ang Mo Kio Industrial Park 2A, #01-					
Handling		AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handle					

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 | www.aig.sg

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: 30 June 2021 15:20

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

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

Subject: [EXTERNAL] RE: 8440664514SG-003 *** LKK REF: CC4/AIG20006043/Kga3

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

Dear Bernard,

Our last email correspondence on liability clearance to TP is on last year dec. Has uploaded in merimen.

We will proceed to submit WP and temporarily close off the case at our end.

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

Phone: 6749-4274 | email: 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.

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

Sent: Tuesday, 22 June 2021 12:20 PM

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: RE: 8440664514SG-003 *** LKK REF: CC4/AIG20006043/Kga3

Dear Sir / Madam,

Thank you for your email.

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

Hi Cecilia,

Kindly assist.

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

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)

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.

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Sent: Tuesday, 22 June, 2021 11:45 AM

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

Subject: 8440664514SG-003

Hi LKK,

The subject matter refers.

Kindly assist to provide update/ last correspondence with TP's repairer on the claim.
There is no need to notify TP if there is no development.

Thank you.

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 | www.aig.sg

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