

Jaslin Kok (LKK Auto)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Thursday, 18 March 2021 6:03 PM
To: Jaslin Kok (LKK Auto)
Cc: Admin A
Subject: RE: AIG REF : 7538877788SG

Dear Jaslin,

Please proceed

Kind Regards,
Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

Senior 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 1917
saliha.syed-yusoff@aig.com | www.AIG.sg

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

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From: Jaslin Kok (LKK Auto) [mailto:jaslinkok@lkkauto.com]
Sent: Tuesday, March 16, 2021 10:39 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] AIG REF : 7538877788SG

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

Dear Saliha

TP reported that our insured encroached his lane and hit his vehicle.

We tried to request for their video footage since October but no response.

Kindly refer to the attached email and let us have your instructions to temporary close the case.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

IMPORTANT NOTICE:

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Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 8 February 2021 12:08 PM
To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: RE: OUR REF:BUS/06/20/5005 - ACCIDENT ON 03/06/20 INVOLVING SMB37E AND GBH4451P ALONG JUNCTION OF JELEBU ROAD AND PETIR ROAD

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have your client video footage within **10 days** from the date of this e-mail. Otherwise, we will proceed to close file at our end.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)
Sent: Monday, 18 January 2021 3:10 PM
To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>
Subject: RE: OUR REF:BUS/06/20/5005 - ACCIDENT ON 03/06/20 INVOLVING SMB37E AND GBH4451P ALONG JUNCTION OF JELEBU ROAD AND PETIR ROAD

WITHOUT PREJUDICE

Dear Sirs/Mdm,

We refer to our email on 21/12/2020.

Kindly let us have a copy of video footage for our viewing.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Monday, 21 December 2020 12:04 PM

To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/06/20/5005 - ACCIDENT ON 03/06/20 INVOLVING SMB37E AND GBH4451P ALONG JUNCTION OF JELEBU ROAD AND PETIR ROAD

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Kindly let us have a copy of video footage for our viewing.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Friday, 2 October 2020 2:19 PM

To: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: OUR REF:BUS/06/20/5005 - ACCIDENT ON 03/06/20 INVOLVING SMB37E AND GBH4451P ALONG JUNCTION OF JELEBU ROAD AND PETIR ROAD

WITHOUT PREJUDICE

Dear Sirs/Mdm,

Kindly let us have a copy of video footage for our viewing.

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: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:OngHuaYen@smrt.com.sg>]

Sent: Wednesday, 26 August 2020 5:41 PM

To: Admin A; CS A Team

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: OUR REF:BUS/06/20/5005 - ACCIDENT ON 03/06/20 INVOLVING SMB37E AND GBH4451P ALONG JUNCTION OF JELEBU ROAD AND PETIR ROAD

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB37E. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,150.00
Loss of Use	\$275.00 (1 days x \$275.00)
LTA search fee	\$7.00
Total	\$1,432.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards

Hua Yen



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG20006285/Qds3

06 NOVEMBER 2020

JASPA PTE LTD
1 BUKIT BATOK CRESCENT
#09-57
WCEGA PLAZA
SINGAPORE 658064

Dear Sir/Madam,

ACCIDENT INVOLVING GBH 4451P & SMB 37E ALONG/AT JALAN JELEBU ON 03/06/2020

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SMB 37E against your motor insurance policy.

Both parties involved have given conflict of version. Based on the circumstances of accident and both parties damage profile, there is no conclusive evidence to substantiate either's parties version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next **7 days** i.e. by **13/11/2020** after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHAN JIALE
Case Handler
DID: 6749 5792
FAX: 6741 4108
Email: jiale@lkkauto.com

c.c. *AIG Asia Pacific Insurance Pte Ltd*
(Motor Claims Dept)