

## Jia Le (LKK Auto)

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**From:** Goh, Jeremy <Jeremy.Goh@aig.com>  
**Sent:** Tuesday, 3 November 2020 4:56 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** RE: AIG ref: #6280379096SG003#027# [ACCIDENT INVOLVING VEHICLES SML8696Y AND SHD497J ON 27/06/2020]

Hi Jia Le,

I maintain my mandate for this case.

I just had a meeting with my team. Understand that your colleague Bryan is coordinating on the taxi LOR and LOI for Covid related cases.

My boss Kay Eng will discuss with him, then can you align with him on the LOR to be paid out to Transcab, then let me know.

This case u just reseek mandate at a later and just hold for now. Ok?

Thanks and Regards

**Jeremy Goh**  
**AIG**

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

78 Shenton Way #08-16 Singapore 079120  
Tel +(65) 6419 1767

[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

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**From:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Tuesday, November 3, 2020 1:40 PM  
**To:** Goh, Jeremy <Jeremy.Goh@aig.com>  
**Subject:** [EXTERNAL] RE: AIG ref: #6280379096SG003#027# [ACCIDENT INVOLVING VEHICLES SML8696Y AND SHD497J ON 27/06/2020]

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

Hi Jeremy,

TP said that the government did not give them the invoice and the document they provided was announce by the Ministry of Transport.

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](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:** Goh, Jeremy [<mailto:Jeremy.Goh@aig.com>]

**Sent:** Tuesday, 20 October 2020 12:27 PM

**To:** Jia Le (LKK Auto)

**Subject:** AIG ref: #6280379096SG003#027# [ACCIDENT INVOLVING VEHICLES SML8696Y AND SHD497J ON 27/06/2020]

Hi Jia Le,

Mandate for additional 3 days not approved as I noted that Driver was not bed-ridden condition and was able to exit the vehicle in 3 days.

Reporting can also be done online at the Transcab website. There should be no excuse that due to MC (non-bedridden/comatose) that Third party cannot make the report.

As for the increase in LOR. Please ask them to provide more evidence such as invoice or account statement to state that during this period of the accident, they are recovering (\$91.27) from the Taxi driver.

If they dispute, ask them for permission for us to contact the Taxi Driver and confirm that the rental amount was at that rate.

Thanks and Regards

**Jeremy Goh**  
**AIG**

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

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[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com) | [www.aig.sg](http://www.aig.sg)

*Advanced Leave Notification:*

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

**Sent:** Tuesday, October 20, 2020 11:09 AM

**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>

**Subject:** [EXTERNAL] Your ref: 6280379096SG [ACCIDENT INVOLVING VEHICLES SML8696Y AND SHD497J ON 27/06/2020]

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Dear Jeremy,

Workshop mentioned that the government only pay out \$10/day during circuit breaker period. They also request more 3 days for LOR/I due to their driver MC.

Attached herewith the correspondence email with workshop for your reference.

Kindly let us have your instruction after review.

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](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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