

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Friday, November 20, 2020 3:38 PM
To: Ler, Bernard-JQ
Cc: Admin A
Subject: RE: AIG REF: TP / 1383940754SG - (OI - SLV9912B) MANDATE REQUEST
Attachments: LAWYER LOD.pdf; Email from OI workshop.pdf; Email Offer to TP workshop.pdf

Dear Bernard,

We refer to the above matter.

Please be informed that once mandate was approved, Insured had called us and disputed on the liability despite his counter claim being rejected and wanted his workshop to appeal on his counter claim. But Insured workshop (Tan Chong) informed that his counter claim appeal was still rejected. We then had explained to him again on liability is not in his favour and Insured was agreeable to let Insurance handle the claim.

We had then e-mailed our offer to TP workshop on 50% basis but no reply from third party workshop.

Today, Insured had forwarded the lawyer LOD (as attached) informing us that TP has passed the case to lawyer.

As such, we will submit our report and close.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Monday, October 12, 2020 11:55 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: TP / 1383940754SG - (OI - SLV9912B) MANDATE REQUEST

Hi Khanchna,

Please proceed as proposed. Mandate approved in Merimen.

Thanks.

Best Regards,

Bernard Ler
AIG

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

78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1946

Bernard-JQ.Ler@aig.com | www.aig.com.sg

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: 08 October 2020 16:55
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] AIG REF: TP / 1383940754SG - (OI - SLV9912B) MANDATE REQUEST

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

Dear Bernard,

We refer to the above matter.

Based on the accident report and Insured's accident video, we are of the view that liability is down against Insured as the video shows that third party was travelling within his lane.

Third party is moving down so he has a clear view compared to our Insured whom is turning and trying to avoid the pillar whilst moving up.

Insured's workshop (Tan Chong- YM Ho) informed us today that Insured's counter claim was rejected based on Insured's accident video and he had advised Insured to do OD claim.

I have also spoken to Insured and explained to Insured on liability. Insured is agreeable to let Insurance handle and settle at best terms.

We have submitted mandate request via Merimen.

We propose 50% liability against Insured and to settle at best terms based on (BOLA 22 - L: 50%) first.

Your approval please.

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: 22 September 2020 1:58 PM
To: JOE2GG@YAHOO.COM.SG
Cc: Admin A
Subject: ACCIDENT BETWEEN SLV9912B & SJN6555J ON 06/06/2020 ALONG/AT BISHAN JUNCTION 8 CARPARK

Our Ref: CC4/AIG20006923/Kka3

GERADE GOMEZ
[Policy Holder]

Dear Sir/Madam,

ACCIDENT BETWEEN SLV9912B & SJN6555J ON 06/06/2020 ALONG/AT BISHAN JUNCTION 8 CARPARK

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, **AIG Asia Pacific Insurance Pte Ltd** to deal with the third party claim against your policy.

Based on the accident report and accident video, we are of the view that liability is not in your favour as the video shows that third party was travelling within his lane. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

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.

Kindly also let us know the counter claim status against **SJN6555J** and please let us know the name of the workshop that is assisting you to do the said claim.

If successful, please let us know the liability percentage (i.e. 50% or 100%).

Please call/e-mail us if you have further queries.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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