

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Monday, 21 September 2020 3:15 PM
To: Yong, Joanne-LF; Admin A
Subject: RE: SID 14319298 & CLM NO: 2182512857SG - insd dispute tp claim

Dear Joanne,

We had uploaded the TP video footage in Merimen for your 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: Yong, Joanne-LF [mailto:Joanne-LF.yong@aig.com]
Sent: Monday, 21 September 2020 1:43 PM
To: Jia Le (LKK Auto); Admin A
Subject: RE: SID 14319298 & CLM NO: 2182512857SG - insd dispute tp claim

Dear Jia le,

Have you request Video footage from TP?

Thank you.

Best regards,

Joanne Yong
AIG

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

AIG Building, 78 Shenton Way #09-16 Singapore(079120)
Tel +(65) 6419 1953

From: Jia Le (LKK Auto) <Jiale@lkkauto.com>
Sent: Monday, September 21, 2020 1:41 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: SID 14319298 & CLM NO: 2182512857SG - insd dispute tp claim

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

Dear Joanne,

Since insured mentioned that he has video footage and we like to request it for us look into the matter. However, he did not provide and keep talking on his NCD.

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: Yong, Joanne-LF [<mailto:Joanne-LF.yong@aig.com>]

Sent: Monday, 21 September 2020 1:36 PM

To: Jia Le (LKK Auto); Admin A

Subject: RE: SID 14319298 & CLM NO: 2182512857SG - insd dispute tp claim

Dear Jia Le,

Can you advise what have you spoken to insured.

Thank you.

Best regards,

Joanne Yong

AIG

Senior Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #09-16 Singapore(079120)

Tel +(65) 6419 1953

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

Sent: Monday, September 21, 2020 1:32 PM

To: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Admin A <admin-a@lkkauto.com>

Cc: Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>

Subject: [EXTERNAL] RE: SID 14319298 & CLM NO: 2182512857SG - insd dispute tp claim

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

Hi Varsha,

We have spoken to insured, but he insisted to talk to AIG officer as he is more concern on his NCD.

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

From: Paramchand, Varsha [<mailto:Varsha.Paramchand@aig.com>]
Sent: Monday, 21 September 2020 11:12 AM
To: Admin A; CS A Team
Cc: Yong, Joanne-LF; Rumli, Sharizah; Quek, Joyceline-CH
Subject: SID 14319298 & CLM NO: 2182512857SG - insd dispute tp claim

Hi LKK,

Insd dispute TP claim & mentioned submitted video footage to w/shop. He request for a callback @ 96481881.

**** Entered By: SSPBST (Tarnjit Singh, Belveen Singh) @ 21/09/2020 10:57 AM ****

Claims no : 2182512857SG

Current NCD is 50% without NCDP

OI is buying a new Audi but the dealer is quoting 20% NCD due to claims

OI is disputing the liability and mentioned that he is not at fault.

He provided video footage and etc to to the wshop and mentioned that it is outrageous for him to be penalized.

Wants to speak with the claims examiner to clarify on the liability and wants an explanation.

Varsha
Claims / AIG Asia Pacific Insurance Pte Ltd
Claims Care Associate
AIG Building, 78 Shenton Way #10-16 Singapore 079120
www.aig.sg

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