

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 25 May 2022 11:56 AM
To: Yong, Joanne-LF
Subject: RE: AIG REF: 2182512857SG-003 Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020] *** LKK REF: CC4/AIG20007098/Trs3
Attachments: Email to OI dd 230522.pdf

Hi Joanne,

For an update, we have contacted OI Mr Ali Reda on 23/05/2022. He is overseas now and only will be back to Singapore after 31/05/2022. During our tele-conversation, we understand that the driver is his wife. We have attempted to explain to him that third party has submitted a copy of video footage to show that his driver encroached into third party's path after left turn. Liability is not in his driver's favour. However, he insisted that his wife is not at fault and he refused to talk much.

We have follow up with an email to OI on this matter(see attached).

We will KIV the matter till 03/06/2022.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Thursday, 19 May 2022 9:03 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: FW: AIG REF: 2182512857SG-003 Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020] *** LKK REF: CC4/AIG20007098/Trs3

Dear Hsiao,

Refer to the above matter.

Kindly confirm OI has cleared.

The last email that Jaslin send the email to OI mentioned liability 50% liability.

Jaslin seek for mandate on 3/1/22 for 100% liability and I have inform her to clear OI before settlement.

Could you able to upload the email/letter that she has clear OI. Before I give mandate.

Thank you.

Best regards,

Joanne Yong

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 1953
Joanne-LF.yong@aig.com | www.AIG.sg

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

Sent: Wednesday, 4 May 2022 3:28 pm

To: Kazali Haji Selahudin <kazali@cdge.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; KKLau <kklau@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [EXTERNAL] RE: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020] ***
LKK REF: CC4/AIG20007098/Trs3

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

Dear Sir / Madam,

Thank you for your email.

This case has been reassigned to HT.

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

Hi HT,

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

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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: Kazali Haji Selahudin [<mailto:kazali@cdge.com.sg>]

Sent: Wednesday, May 4, 2022 1:46 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; KKLau <kklau@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>;
Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

Subject: Re: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

Importance: High

URGENT

2nd REMINDER

Dear Jaslin,

We have yet to get a response to our email below to this long outstanding matter. Please assist to let us have your response urgently. Thank you.

Best Regards

Kazali Hj Selahudin (Mr)

Claims Department / ComfortDelGro Engineering Pte Ltd

DID: 6214 8736

Do you really need to print?
Go Digital! Go Paperless!



From: Kazali Haji Selahudin <kazali@cdge.com.sg>

Sent: Thursday, 24 February 2022 10:10 am

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: Re: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

URGENT REMINDER

Dear Jaslin,

Please assist to revert with your principal's decision urgently. Thank you.

Best Regards

Kazali Hj Selahudin (Mr)

Claims Department / ComfortDelGro Engineering Pte Ltd

DID: 6214 8736

Do you really need to print?
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From: Kazali Haji Selahudin <kazali@cdge.com.sg>

Sent: Tuesday, 25 January 2022 11:51 am

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: Re: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

Dear Jaslin,

Kindly assist to let us have your principal's DV at 100%. Thank you.

Best Regards

Kazali Hj Selahudin (Mr)

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843

Do you really need to print?
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From: Kazali Haji Selahudin <kazali@cdge.com.sg>
Sent: Friday, 24 December 2021 3:44 pm
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

Dear Jaslin,

We regret that we are unable to accept your 50% offer. The VF is clear that the accident took place after the turn as your principal's insured veered into the path of our principal's taxi. We are seeking 100% against your principal's insured as per guideline. Please confirm settlement at **\$2,689.00** (quantum as proposed below). Thank you.

Best Regards

Kazali Hj Selahudin (Mr)

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843

Do you really need to print?
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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 24 December 2021 12:48 pm
To: Kazali Haji Selahudin <kazali@cdge.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

CAUTION : This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

WITHOUT PREJUDICE

Dear Sirs/Mdm,

In view of Both parties turning in same direction . We have our principal instructions resolving at equal liability.

We propose settlement as follows:-

1. Cost of Repair (w/GST)	\$ 2,193.50
2. Loss of Rental (3 days x \$112.67)	\$ 338.01
3. Loss of Income (3 days x \$50.00)	\$ 150.00
@50%	\$ 1,340.76
3. LTA Report fee	\$ 7.49
Total	\$ 1,348.24

Please confirm acceptance

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: Friday, 18 December 2020 12:50 PM

To: Kazali Haji Selahudin <kazali@cdge.com.sg>

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

Subject: RE: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

WITHOUT PREJUDICE

Dear Kazali

We are currently pending video footage from our insured.

We shall proceed after that.

"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: Kazali Haji Selahudin <kazali@cdge.com.sg>

Sent: Thursday, 17 December 2020 2:58 PM

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

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

Subject: Re: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

Importance: High

**URGENT
REMINDER**

Dear Jia Le,

We have not heard from you since our email below. Please let us have your proposal towards our claims urgently.

Best Regards

Kazali Hj Selahudin

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843

From: Kazali Haji Selahudin <kazali@cdge.com.sg>

Sent: Monday, 21 September 2020 3:05 PM

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

Subject: Re: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

Dear Jia Le,

We attach the VF as requested. Kindly let us have your proposal towards our claims soon. Thank you.

The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party.

Best Regards

Kazali Hj Selahudin

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843

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

Sent: Monday, 21 September 2020 1:52 PM

To: Kazali Haji Selahudin <kazali@cdge.com.sg>

Subject: Your ref: SHA8277R [ACCIDENT INVOLVING SBR1000A AND SHA8277R ON 06/07/2020]

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WITHOUT PREJUDICE

Dear Kazali,

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

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