#### Jia Le (LKK Auto)

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Wednesday, 30 September 2020 3:17 PM

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

**Subject:** RE: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

Yes, thank you.

## Lee Ming Yao, George AIG

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AlG.com | www.aig.sg

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

Sent: 30 September 2020 15:02

To: Lee, Ming-Yao < MingYao. Lee@aig.com>

Subject: [EXTERNAL] RE: Re: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

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

Hi Ming Yao,

The necessary documents is only deregistered letter and signed DV? As there was no LOD and invoice.

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: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lee, Ming-Yao [mailto:MingYao.Lee@aig.com]
Sent: Wednesday, 30 September 2020 2:17 PM

To: Jia Le (LKK Auto)

Subject: RE: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

Hi Jia Le,

May refer to attached.

Also, please ensure TP to provide all the necessary documents for dereg.

#### Regards,

### Lee Ming Yao, George

**AIG** 

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

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AlG.com | www.aig.sg

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

Sent: 30 September 2020 13:55

To: Lee, Ming-Yao < MingYao.Lee@aig.com>

Subject: [EXTERNAL] RE: Re: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

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

Hi Ming Yao,

We do not have the special DV, please let us have a copy of template.

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: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lee, Ming-Yao [mailto:MingYao.Lee@aig.com] Sent: Wednesday, 30 September 2020 1:53 PM

To: Jia Le (LKK Auto)

Subject: RE: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

Hi Jia Le,

Yes, please do prepare special DV. Do you have the template?

Regards,

Lee Ming Yao, George

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

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

Sent: 30 September 2020 13:27

To: Lee, Ming-Yao < <a href="MingYao.Lee@aig.com">MingYao.Lee@aig.com</a>>

Subject: [EXTERNAL] RE: Re: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

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

Hi Ming Yao,

We understand that the cheque payment was send directly to TP owner and no workshop involved.

Please advise whether we need to provide the DV to owner sign.

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: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Yicheng Peng [mailto:pengyichengsg@gmail.com]

Sent: Tuesday, 29 September 2020 3:23 PM

**To:** Lee, Ming-Yao **Cc:** Jia Le (LKK Auto)

Subject: Re: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

Hi Ming-Yao and Jiale

Please check the attachments for the de-registration slip. And please proceed with the payment.

Regards Yicheng

On Wed, 23 Sep 2020 at 2:48 PM, Lee, Ming-Yao < MingYao.Lee@aig.com > wrote:

Hi Yi Cheng,
Will try to expedite. Payment usually within 10 working days.
Regards,
Lee Ming Yao, George
AIG
Complex Claims Examiner
Claims   AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419 1769
Ming-Yao.Lee@AlG.com    www.aig.sg

From: Yicheng Peng < pengyichengsg@gmail.com >
<b>Sent:</b> 23 September 2020 12:22
To: Lee, Ming-Yao < MingYao.Lee@aig.com >
Cc: Jia Le (LKK Auto) < <u>Jiale@lkkauto.com</u> >
Subject: [EXTERNAL] Re: Re: Fwd: SJM2910Z Hyundai Avente Claim AIG
This message is from an external sender; be cautious with links and attachments.
Hi Ming-Yao
Yes.

For the amount I will receive is S\$1,680 (Lost of Use) and S\$8,000(Total lost). In total is S\$9,680
Besides, after I provide the reregistration slip, how long will it take for the cheque to be send to my address.
address.
Regards
Yicheng
On Wed, 23 Sep 2020 at 11:21 AM, Lee, Ming-Yao < MingYao.Lee@aig.com > wrote:

Without Prejudice
Hi Yi Cheng,
Yes it is possible. Appreciate to let us have deregistration slip before we proceed for payment.
By copy to Jia Le,
Please assist accordingly.

Regards,

# Lee Ming Yao, George **AIG** Complex Claims Examiner Claims | AIG Asia Pacific Insurance Pte. Ltd. <u>78</u> Shenton Way #08-16 Singapore 079120 Tel +(65) 6419 1769 Ming-Yao.Lee@AIG.com www.aig.sg From: Yicheng Peng < pengyichengsg@gmail.com > **Sent:** 23 September 2020 11:06 To: Lee, Ming-Yao < MingYao.Lee@aig.com > Cc: Jia Le (LKK Auto) < <u>Jiale@lkkauto.com</u>>

Subject: [EXTERNAL] Re: Fwd: SJM2910Z Hyundai Avente Claim AIG

This message is from an external sender; be cautious with links and attachments.
Hi Ming-Yao
Thank you for your swift reply, I think I can go with it.
So for the Cheque, can I confirm that it will send to my address with my name?

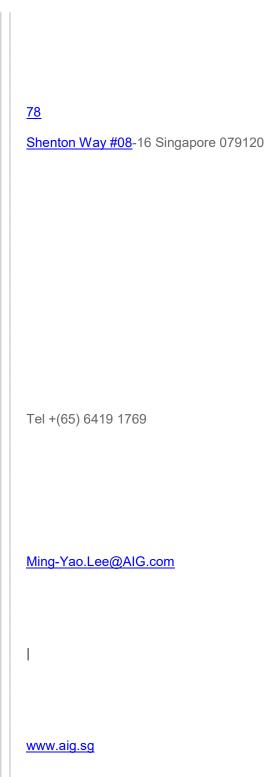
Regards

Yicheng				
On Wed, 23 Sep	2020 at 11:00 AM, Le	ee, Ming-Yao < <u>Min</u> g	Yao.Lee@aig.com>	wrote:

Without Prejudice	
Hi Yi Cheng,	
Purely for amicable settlement, we are agreeable at 21 days @ S\$1,680. Please agreed.	liaise with Jia Le if

Also, upon deregistration of your vehicle, kindly let us have your deregistration slip too.
Seeking your understanding on this. Thank you.

Regards,	
Lee Ming Yao, George	
AIG	
Complex Claims Examiner	
Claims   AIG Asia Pacific Insurance Pte. Ltd.	

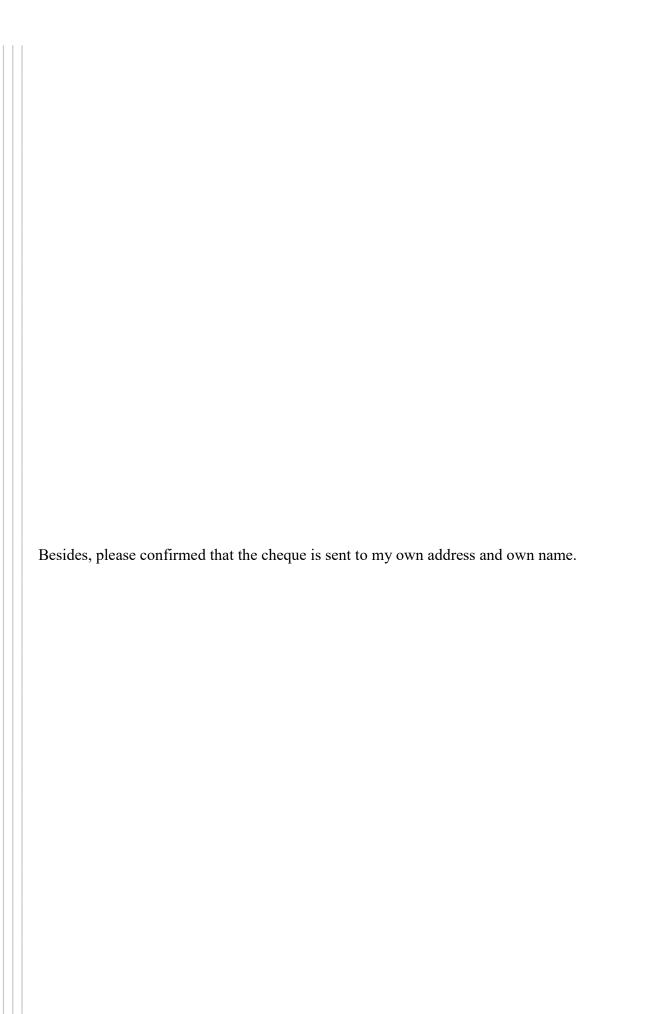


From: Yicheng Peng < pengyichengsg@gmail.com >
0 4 22 0 4 1 2020 10 11
<b>Sent:</b> 23 September 2020 10:11
To: Lee, Ming-Yao < MingYao.Lee@aig.com >
Cc: Jia Le (LKK Auto) < <u>Jiale@lkkauto.com</u> >
Calinda JEVTEDNIALI Esta CIMONIOZ II. and Alexanda Cirina AIC
Subject: [EXTERNAL] Fwd: SJM2910Z Hyundai Avente Claim AIG

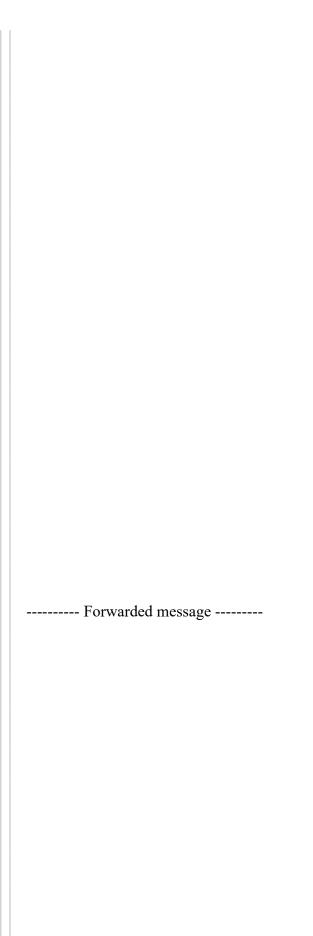


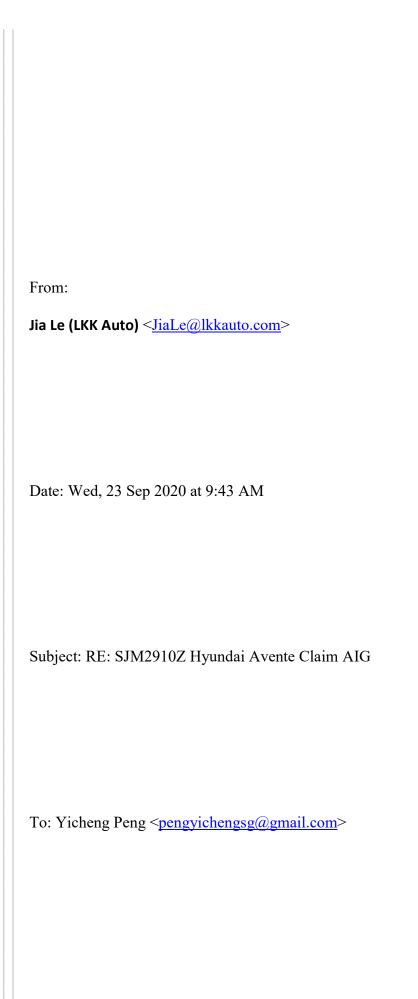
Thank you for your response, I appreciate your effort.	

However, on a side note, I think there are still pending fee on my daily lost of use which is only covered for 18 days. The fact is, the lose of use incurred since the date of accident
till today is almost one month (29days) I think it
in the Coingle of the American Secretary 1471 to the secretary that is the secretary Constitution and the American Secretary 15 and 15
is only fair that the lost of use is covered til today because that is the actual fee that incurred and I am bearing the cost due to the delay in the confirmation. (the normal claim period is only around 7 to 14 days, however, my case is dragged till today)
Therefore, I think I should not be the one that bears all the cost and I hope in the final claim, my lost (29 days, excluding the confirmation date, which is 23rd Sep) will be compensated.



Address:	
Blk 348 Kang Ching Road #03-151. (S)610348	
Name: Peng Yicheng	

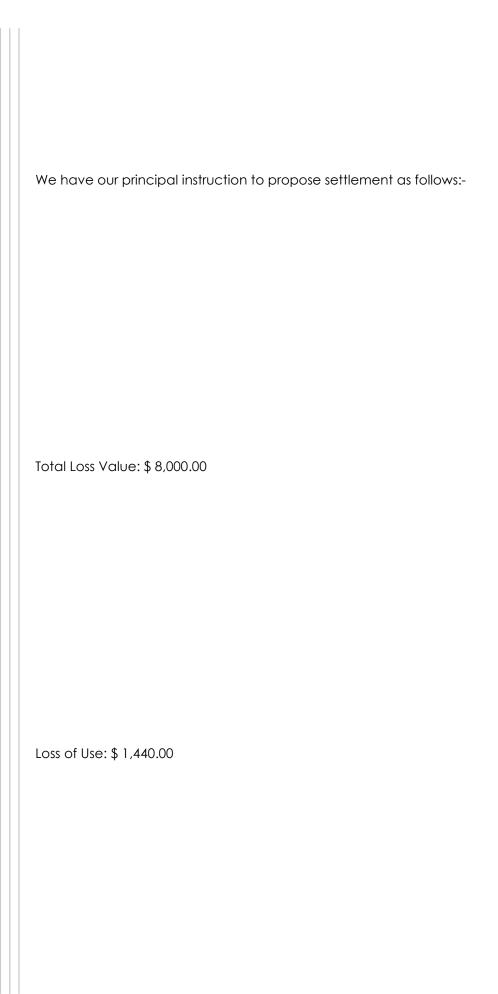




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WITHOUT PREJUDICE			
Dear Yicheng,			



<u>Total: \$ 9,440.00</u>
The soul to the soul
Thank you.

email. Subm	nission of claim	<mark>related</mark>		Í	<mark>hould be made</mark>
<mark>ocuments</mark> w	vill be in softcop	y.			
ny inconve	nience caused is	s much regre	tted.		



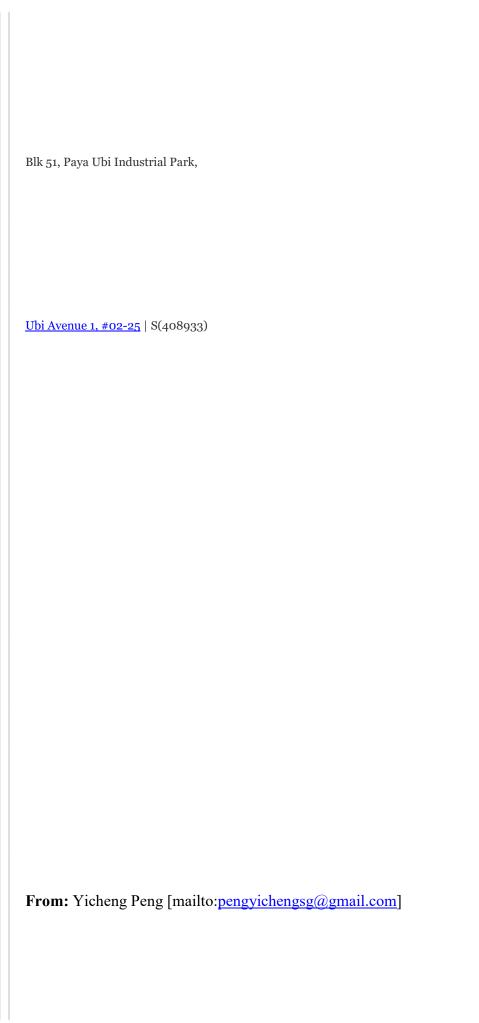
Best Regards,

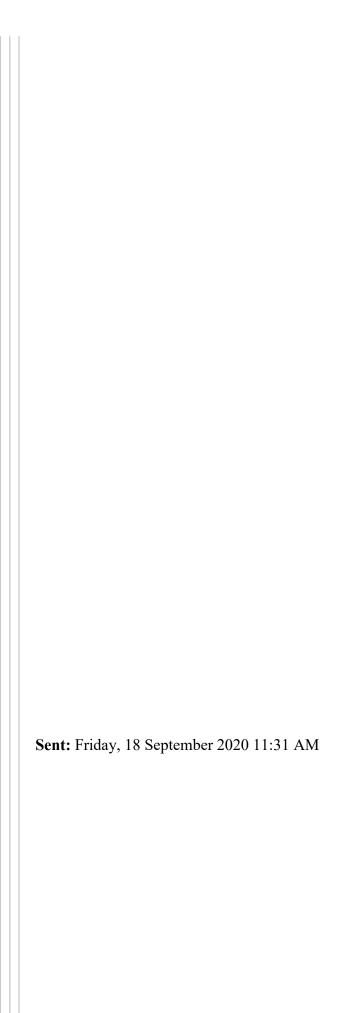
Chan Jia Le

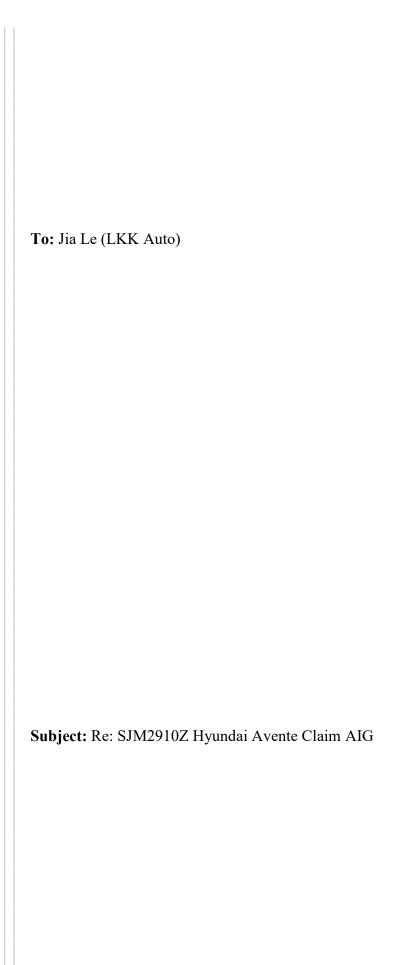
LKK Auto Consultants Pte Ltd		

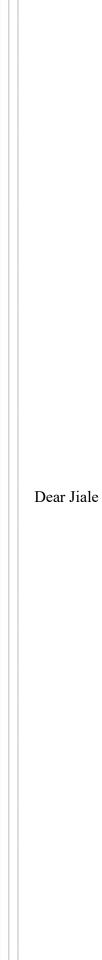
| Case Handler

Phone: 6749 5792   email:
<u>Jiale@lkkauto.com</u>
fax: 6741-4108









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Please inform the AIG principle I requested that the compensation of lost of use and the total loss should
transfer directly to my bank account.

In addition places assist to shock the the principle that I wish to contest with him or her to clarify this
In addition please assist to check the principle that I wish to contact with him or her to clarify this case, as it has been processed for 24days.

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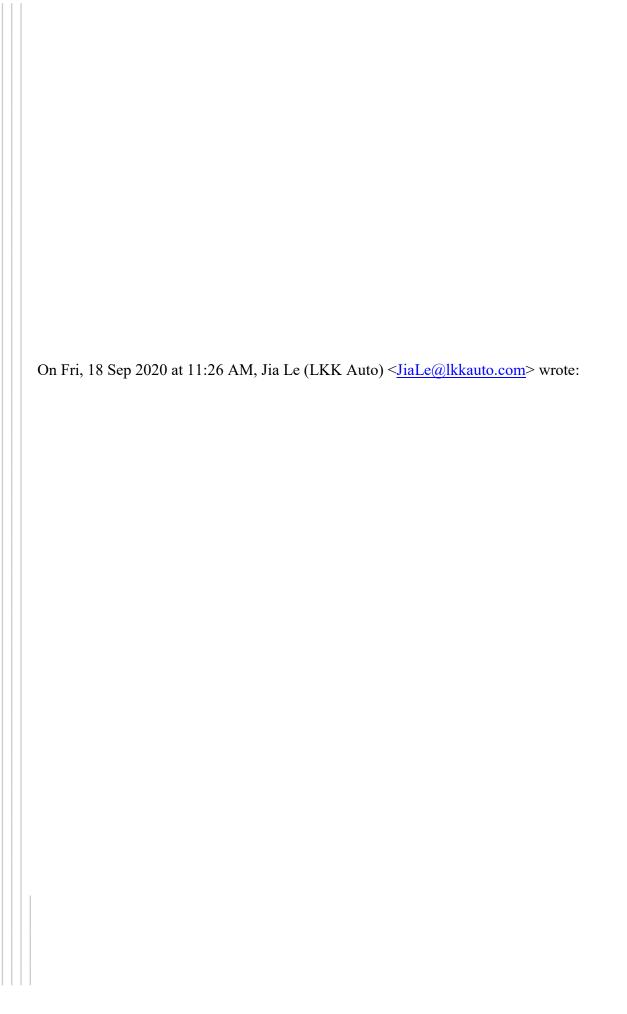
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Thank you!

Yicheng	
Tieneng	

Regards

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Dear Yicheng,
Please be informed that we are seeking the approval on Total Loss Value from our principal. Shall revert to you once our principal approved.

Thank you.
Note: We are on work from home arrangement. All correspondence should be made via email.





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Best Regards,







Phone: 6749 5792 | email:

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Jiale@lkkauto.com

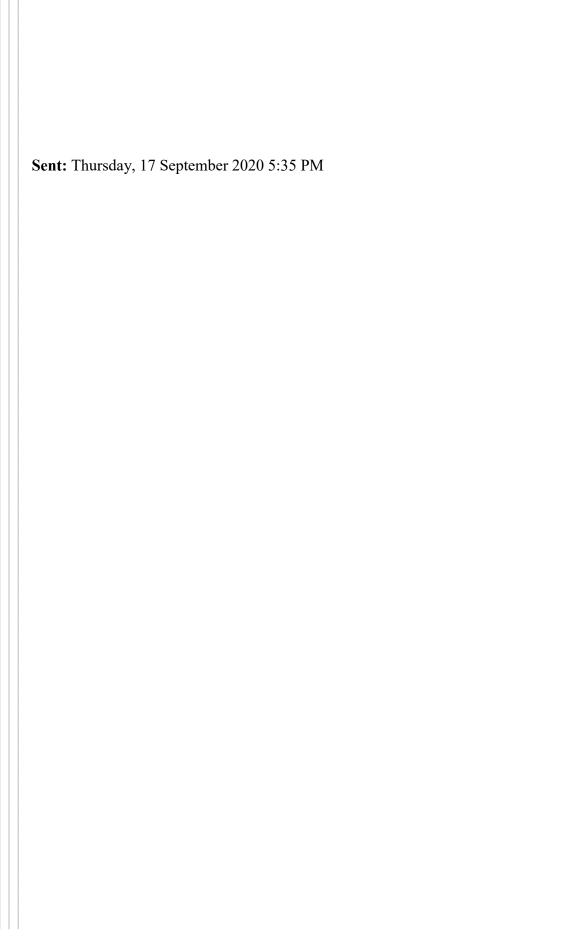




<u>Ubi Avenue 1, #02-25</u> | S(408933)

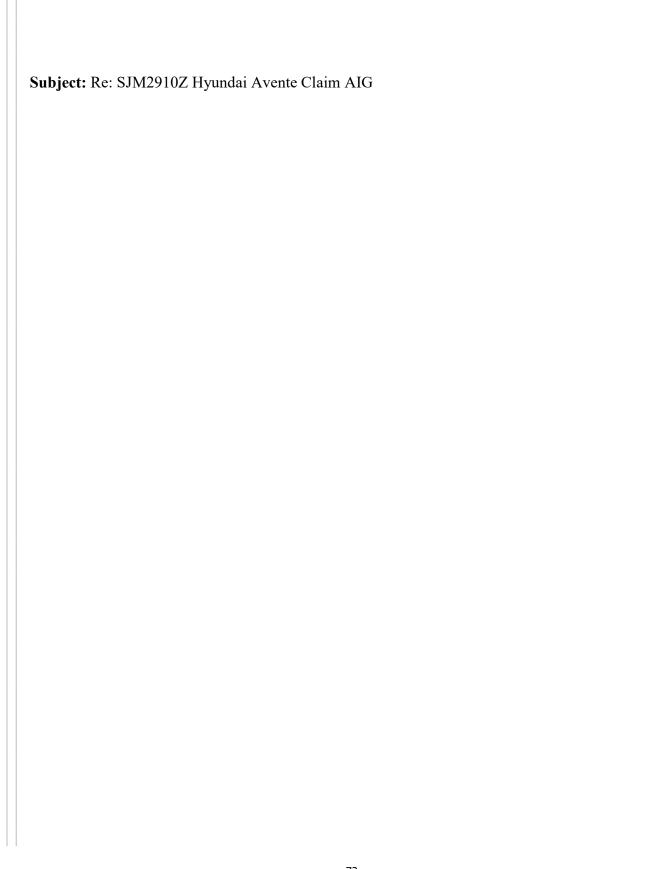
From:
Yicheng Peng [mailto:pengyichengsg@gmail.com]

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To: Jia Le (LKK Auto)



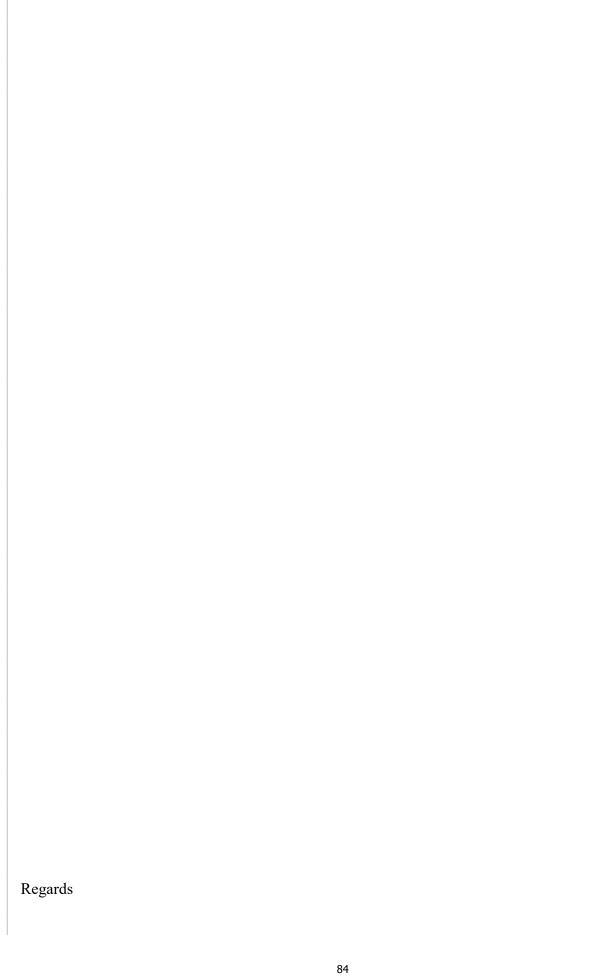
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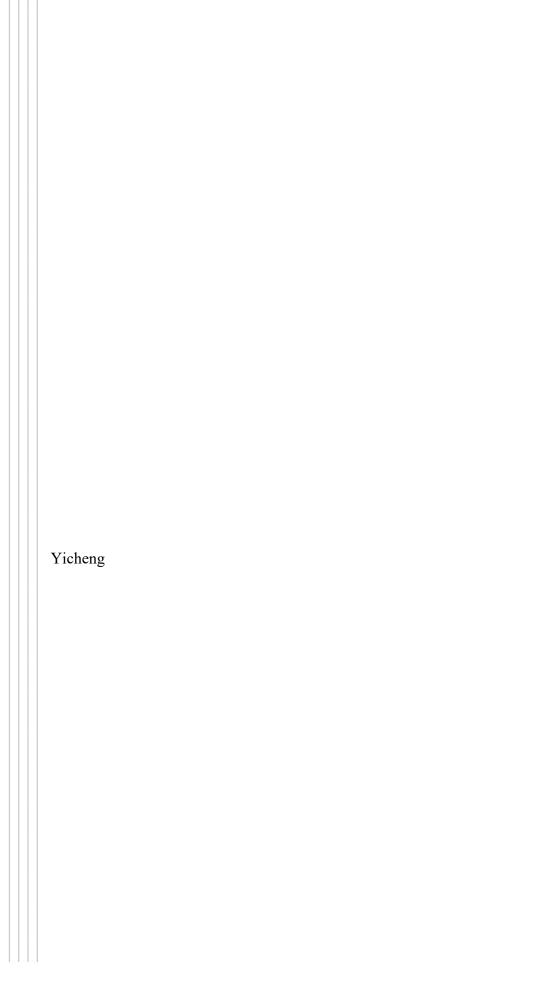


Thank you for your help with my claim.

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Here are the scanned recipe for the investment on my car, please assist to for insurance, to better evaluate the total loss value of the	ward this email to AIG
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Hi Jiale	
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	This email is regarding the reason why my car is claimed as structural total loss.



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