

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 18 July 2023 2:46 PM
To: 'Ng, Hai-Chuan'
Cc: Admin A; CS A Team
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear Hai Chuan,

Report has been amended & submitted in Merimen.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Tuesday, July 18, 2023 1:12 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Hi Mei Kwan,

Thanks for the update. I have sent back the adjuster report in Merimen for your necessary action.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Deputy Manager - Auto Bodily Injury Claim
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1994
Hai-Chuan.Ng@aig.com | www.aig.sg

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, July 18, 2023 11:38 AM
To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: [EXTERNAL] RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

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

Dear Hai Chuan,

Wksp agreed to accept L/S COR \$1,600.00 / 3 repair days.

Please send back report for amendment.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Tuesday, November 29, 2022 2:37 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Hi Mei Kwan,

Any update on this matter?

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Senior Complex Claims Examiner

Auto Bodliy Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1994
Hai-Chuan.Ng@aig.com | www.aig.sg

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, October 12, 2022 2:14 PM
To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Subject: [EXTERNAL] RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

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Dear Hai Chuan,

Our surveyor recommended cost of repair L/S \$1400.00 ,3 days. Pending for wksp's confirmation.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Wednesday, 12 October 2022 2:01 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Hi Mei Kwan,

Any update on the repair cost?

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Senior Complex Claims Examiner
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1994
Hai-Chuan.Ng@aig.com | www.aig.sg

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, September 21, 2022 4:44 PM
To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Subject: [EXTERNAL] RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

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Dear Hai Chuan,

Thank you for your email.

We will check with our surveyor and get back to you.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Wednesday, 21 September 2022 4:12 PM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear LKK,

Please refer to the attached email from MCS Auto.

Kindly assist to finalize the repair cost with the workshop.

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Senior Complex Claims Examiner
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1994
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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Monday, April 11, 2022 9:29 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

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2ND REMINDER

Dear Hai Chuan,

We have sent 10 days' notice to TP on 25/03/2021 till date no response from TP.

Kindly let us have your approval to submit WP and close the case. Survey has been done.

Thanks

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: CeciliaChong@lkkauto.com | FAX: 6741-4108

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



Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Tuesday, 29 March 2022 2:01 pm

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

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

Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear Hai Chuan,

We have sent 10 days' notice to TP on 25/03/2021 till date no response from TP.

Kindly let us have your approval to submit WP and close the case.

Thanks

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: CeciliaChong@lkkauto.com | FAX: 6741-4108

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



Save the Earth. Print only when necessary.

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

Sent: Tuesday, 29 March 2022 11:10 am

To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear Sir / Madam,

Thank you for your email.

This case has been reassigned to Cecilia.

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

Hi Cecilia,

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

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

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: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Tuesday, 29 March, 2022 9:33 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear Jaslin,

Any reply from the TP repairer?

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Senior Complex Claims Examiner

Auto Bodliy Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1994

Hai-Chuan.Ng@aig.com | www.aig.sg

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From: Ng, Hai-Chuan

Sent: Friday, January 28, 2022 8:58 PM

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

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

Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear Jaslin,

Any update for this matter?

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Senior Complex Claims Examiner

Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1994

Hai-Chuan.Ng@aig.com | www.aig.sg

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

Sent: Tuesday, November 23, 2021 11:31 AM

To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

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

Subject: [EXTERNAL] Re: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

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Dear Hai Chuan

There is no reply from workshop till date.

Survey photos uploaded in merimen for your reference.

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: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Sent: Tuesday, November 23, 2021 9:58 AM

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

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

Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear Jaslin,

Is there any reply from the workshop?

Also please let us know if this is a direct settlement with the workshop or only PRI?

Do also upload the survey photographs into Merimen.

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Senior Complex Claims Examiner

Auto Bodliy Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120
Tel +(65) 6419 1994
Hai-Chuan.Ng@aig.com | www.aig.sg

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, August 26, 2021 2:38 PM
To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

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Dear Hai Chuan

Please be informed that our surveyor inspected vehicle on 01/10/2020.

We are currently getting PIR from TP repairer. However, no response till date.

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: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Tuesday, August 24, 2021 3:40 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Dear Jia Le,

Can we check if there is any PRI carried out?

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

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

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1994
Hai-Chuan.Ng@aig.com | www.aig.sg

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From: Olea, Maricel <Maricel.Olea@aig.com>
Sent: Friday, October 2, 2020 11:21 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Mavis, Chew <Chew.Mavis@aig.com>
Subject: #3743602895SG004#023# RE: Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

Hi Jaslin,

Thanks for the referral, our OIC is Hai Chuan and he has acted on this matter.

Best Regards,

Maricel Olea
AIG

Senior Complex Claims Examiner
Claims Department

AIG Asia Pacific Insurance Pte. Ltd.
78 Shenton Way #10-16 Singapore 079120
Tel +(65) 6419 1826
maricel.olea@aig.com | www.aig.sg

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From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Friday, October 02, 2020 11:14 AM
To: Olea, Maricel; Mavis, Chew
Cc: Admin A; Jia Le (LKK Auto)
Subject: [EXTERNAL] Escalating of third party bodily injury - AIG REF: 3743602895SG *** LKK REF: CC4/AIG20009315/Gda3

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle FBC 7818Y on 01/10/2020

Third party bodily injury ("BI") sighted in TP GIA report.

Note : officer in charge - Jia Le - 6749 5792

To check availability of the case handler, you may contact the undersigned.

****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.***

Thank you.

Best Regards,

Jaslin Kok | Admin

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)

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