

Asher Sng (LKKAUTO)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Tuesday, 10 August 2021 10:29 AM
To: Asher Sng (LKKAUTO); Mohd Rizal, Nur Mariah Huibrechts
Cc: Lim, Sheng Yang; Parthiban, Theerthan; Admin A; Khoo, Kay-Eng
Subject: RE: [MANDATE REQUEST] RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]
Attachments: FW: TCS REF: AAD1504-042--Accident involving SGF1333T & SHD5728K on 02.04.15

Hi Asher

We concluded our internal review.

This case shall be considered as time barred.

Best Regards

Bennie Tan

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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

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

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Wednesday, 4 August 2021 12:37 pm
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>
Cc: Lim, Sheng Yang <ShengYang.Lim@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] BLOCKED ATTACHMENT: [MANDATE REQUEST] RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

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

This email contained an attachment that is potentially malicious. To protect the AIG network and users, the attachment named image002.png,image003.jpg,image004.jpg,image009.png,image005.png,image006.png,image011.png,image001.wmz.gz,image001.wmz.wmf was removed from the email. If you believe that this is a legitimate email from a trusted source, please contact either the sender or your helpdesk to have the message resent in compliance with the corporate electronic messaging standard.

Please be aware that SPAM and other malicious email often have a forged sender to make it appear to be sent from someone on your contact list or otherwise trust.

Hi Bennie,

We refer to the email below.

Enclosed a copy of the email from third party submitted the PIR and LOD.

Third party appeal on the rejection and submitted PIR without LOD.

Kindly assist with the mandate request in order for us to expediate the matter.

...CLAIM SUBFOLDER...(Pending Mandate

Express

Claim Audit	Activity Log	Documents	Create Supplementary				
SUBFOLDER TRACKING							
e	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
n	09 Apr 2015 19:43		07 Apr 2015 00:00		S\$1,100.00 View Rpt		Pending Mandate Request Cancel Case
Main		Reference		Claim Details			
M SUBFOLDER DETAILS							
ed:	SOON HONG SENG PTE LTD , Co. Reg. No. : 199907665H , Tel: +6588888888						
Claimant:	TRANS-CAB SERVICES PTE LTD , Co. Reg. No. : 200303878K						
le Reg. No.:	SHD5728K					Date of Loss :	02/
Type:	TP / 2235582412SG					Policy/Cover Note No.:	21(
le Reg. No. red):	SGF1333T					Policy No. (Claimant):	D-1
						Excess:	
rer:	Trans-cab Auto Services Pte Ltd (HQ) No. 42 Sungei Kadut St 1, 729346 Sungei Kadut - Tel: 62876666						
ling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Abdullah, MuAz]						
ant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311						
ter:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 06/08/2021]						
OCIATED MAIL RECEIVED							
S_SG (04/08/2021): Report Send Back Alerts - SHD5728K (TP)							
ASSOCIATED TASKS							
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned B	

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Wednesday, 4 August 2021 9:26 AM

To: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Lim, Sheng Yang <ShengYang.Lim@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

Hi Asher

Basing on the DOA, this claim has time barred.

Kindly advise what developments you received from TP.

Best Regards

Bennie Tan

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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

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

From: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>
Sent: Wednesday, 4 August 2021 9:21 am
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

Hi Asher,

We have sent back the adjuster report for your course of action.

CLAIM SUBFOLDER TRACKING				
Case	Notified	Est Submitted	Adj Assigned	Adj Submitted
Main	09 Apr 2015 19:43		07 Apr 2015 00:00	

Main	Offer Processing	Claim Details	Adjuster
CLAIM SUBFOLDER DETAILS [Create]			
Insured:	SOON HONG SENG PTE LTD , Co. Reg. No. : 199907665H		
Main Claimant:	TRANS-CAB SERVICES PTE LTD , Co. Reg. No. : 200303878K		
Vehicle Reg. No.:	SHD5728K	Date of Loss :	02/04/2015 [53 M]
Claim Type:	TP / 2235582412SG File No: CC3/AIG15006001/KWA3N2 ... [MRMCaseID: SG336246]	Policy/Cover Note No.:	2100: Cover
Vehicle Reg. No. (Insured):	SGF1333T	Policy No. (Claimant):	D-120
		Excess:	
Repairer:	Trans-cab Auto Services Pte Ltd (HQ) PROFILE No. 42 Sungei Kadut St 1, 729346 Sungei Kadut - Tel: 62876666		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Abdullah, MuAz]		
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311		

Thank You.

Regards,

Mariah Huibrechts
AIG

Senior Claims Examiner II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext : 1002211

NurMariahHuibrechts.MohdRizal@aig.com | www.AIG.sg

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Tuesday, August 3, 2021 6:32 PM

To: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>

Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

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

Hi Mariah,

We refer to the email below.

Kindly assist to send back the report for our necessary action.

...CLAIM SUBFOL

Revo

Claim Audit	Activity Log	Docu
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AIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	09 Apr 2015 19:43		07 Apr 2015 00:00		15 Oct 2015 11:07 S\$1,100.00 (S\$363.80)		Pending Cancel

Main	Reference
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CLAIM SUBFOLDER DETAILS

Insured:	SOON HONG SENG PTE LTD , Co. Reg. No. : 199907665H
Main Claimant:	TRANS-CAB SERVICES PTE LTD , Co. Reg. No. : 200303878K
Vehicle Reg. No.:	SHD5728K
Claim Type:	TP / 2235582412SG
Vehicle Reg. No. (Insured):	SGF1333T
Repairer:	Trans-cab Auto Services Pte Ltd (HQ) No. 42 Sungei Kadut St 1, 729346 Sungei Kadut - Tel: 628
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (SG) - Tel: 65-6419-3000 ... [Handled by Abdullah, MuAz]
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Fina

ASSOCIATED MAIL RECEIVED

There are no mail for this case.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>

Sent: Thursday, November 19, 2020 3:23 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>

Subject: RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

Hi Jaslin,

Please be informed case has been reopened in Merimen for your perusal.

Thank You.

Regards,

Mariah Huibrechts
AIG

Senior Claims Examiner II

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 | Ext : 1002211

NurMariahHuibrechts.MohdRizal@aig.com | www.AIG.sg

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

Sent: Thursday, November 19, 2020 3:04 PM

To: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Lim, Sheng Yang <ShengYang.Lim@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>

Subject: [EXTERNAL] RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

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Dear Mariah

We refer to above matter.

Kindly assist to reopen case in Merimen.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

From: Mohd Rizal, Nur Mariah Huibrechts [<mailto:NurMariahHuibrechts.MohdRizal@aig.com>]
Sent: Friday, 6 November 2020 4:44 PM
To: Jia Le (LKK Auto)
Cc: Tan, Bennie-WZ; Lim, Sheng Yang; Parthiban, Theerthan
Subject: RE: Your ref: 2235582412SG-003 [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

Hi Jia Le,

Please be informed I'm the claim handler for this claim now.

Kindly let us know if we need to reopen the claim in Merimen for your perusal.

Thank You.

Regards,

Mariah Huibrechts
AIG

Senior Claims Examiner II
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext : 1002211
NurMariahHuibrechts.MohdRizal@aig.com | www.AIG.sg

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Friday, November 06, 2020 11:35 AM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: Your ref: 2235582412SG [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

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Hi Bennie,

Can advise the respective officer for this case?

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: Jia Le (LKK Auto)
Sent: Friday, 2 October 2020 2:09 PM
To: 'Tan, Bennie-WZ'
Subject: Your ref: 2235582412SG [ACCIDENT INVOLVING VEHICLES SGF1333T AND SHD5728K ON 02/04/2015]

Hi Bennie,

We have rejected the claim on 09/10/2015. However, TP did not agree and attached a copy of PIR which is against insured driver for Careless Driving.

Kindly assist to forward to the respective officer.

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)

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