

- AIG – RE: SID 14362618 & clm nO 5464735119SG - pls ctc Mdm Guo @ 8...

From: Nadaraja, Deeban
To: Veron Chen (LKKAuto), Su Li (LKK Auto), Paramchand, Varsha, Parthiban, Theerthan
Cc: Quek, Joyceline-CH, Admin A, Lim, Sheng Yang, Mohd Rizal, Nur Mariah Huibrechts
Sent: 15/10/2020 11:21:54 AM

Dear Team,

Insured has been contacted by Troy and advise on liability.

Thankyou
Best Regards.

Deeban Nadaraja

AIG

Express Claim Adjuster,
Singapore– Auto Express & FNOL
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.
Tel 8001206556 | Ext : 1012793
E: Deeban.Nadaraja@aig.com

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Thursday, October 15, 2020 11:17 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>
Cc: Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: SID 14362618 & clm nO 5464735119SG - pls ctc Mdm Guo @ 87179958

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

Dear Varsha,

Please be informed that we only survey under OD claim, therefore we are unable to advise insured on the liability.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 15 October 2020 10:48 AM
To: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>;

Admin A <admin-a@lkkauto.com>

Subject: RE: SID 14362618 & clm nO 5464735119SG - pls ctc Mdm Guo @ 87179958

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

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

Hi Veron,

FYNA, our ref CC3/AIG20010667/Avf3

** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Paramchand, Varsha [<mailto:Varsha.Paramchand@aig.com>]

Sent: Thursday, 15 October 2020 9:14 AM

To: Admin A; CS A Team

Cc: Nadaraja, Deeban; Quek, Joyceline-CH

Subject: SID 14362618 & clm nO 5464735119SG - pls ctc Mdm Guo @ 87179958

Hi LKK ,

Insd wants to speak to case handler on the the claim, she mentioned not at fault & wants to know her liability.
Pls ctc Mdm Guo @ 87179958 – mandarin speaker.

Tq

Varsha

**** Entered By: sspbry (Lum, Bryan) @ 15/10/2020 08:55 AM ****

On BCP Deployment WFH – screen recording may not be captured

ref SID: 14357030

Hi Claims.

(Claim No. 000163954)

Please arrange for a mandarin speaker call back to Mdm Guo (87179958)

She wants to know the status of her claim and her liability in the DOA: 28/09/2020.

She also wants to know when her repair can be completed

OI insists she was NAF.

Thank you.

**** Entered By: ssppdv (Paramchand, Varsha) @ 15/10/2020 09:12 AM ****(Saved Draft)

5464735119SG - lkk / Deeban

SID 14362618

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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