

## Jaslin Kok (LKK Auto)

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**From:** Jaslin Kok (LKK Auto)  
**Sent:** Tuesday, 20 October 2020 9:24 AM  
**To:** johnson.poon@fulcoleasing.com.sg  
**Cc:** Admin A; Hsiao Tong (LKKAuto)  
**Subject:** ACCIDENT INVOLVING ) & SBP6575K ALONG/AT MOUNTBATTEN RD TURNING RIGHT TO GUILLEMARD RD ON 18/08/2020

Our Ref: CC4/AIG20011248/Kpa3

**FULCO LEASING PTE LTD – BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING GBE 883T & SBP 6575K ALONG/AT MOUNTBATTEN RD TURNING RIGHT TO GUILLEMARD RD ON 18/08/2020**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SBP 6575K against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as it is head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

*c.c. AIG Asia Pacific Insurance Pte Ltd*  
*(Motor Claims Dept)*

Thank you.

Best Regards,

**Jaslin Kok** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

## Asher Sng (LKKAUTO)

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**From:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>  
**Sent:** Friday, 25 February 2022 9:57 AM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: 0207743303SG LKK REF : CC4/AIG20011248/Kea3

Hi Asher,

Please proceed to submit report for closure since there is no activity from workshop.

Thank you.

### Loh Chee Heng

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 1881  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.AIG.sg](http://www.AIG.sg)

*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.*

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**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Friday, 25 February 2022 9:39 AM  
**To:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** [EXTERNAL] RE: 0207743303SG LKK REF : CC4/AIG20011248/Kea3

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

Hi Chee Heng,

We refer to the email below.

We are still pending finalize the case with third party repairer.

In view we like to submit wp report to close off the matter, shall reopen the case when third party return.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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.**

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**From:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Sent:** Friday, 25 February 2022 9:35 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: 0207743303SG LKK REF : CC4/AIG20011248/Kea3

Hi Asher,

We are conducting a review of this case.

Kindly let us have an update.

Thank you.

**Loh Chee Heng**

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 1881  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Loh, Chee-Heng  
**Sent:** Thursday, 16 December 2021 10:55 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: 0207743303SG LKK REF : CC4/AIG20011248/Kea3

Hi Asher,

We are review this case.

Kindly let us have an update.

Thank you.

**Loh Chee Heng**

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 1881  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Thursday, 23 September 2021 11:52 AM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: 0207743303SG LKK REF : CC4/AIG20011248/Kea3

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Hi Chee Heng,

We refer to the email below.

We are still pending finalize the case with third party repairer.

Due to short of manpower third party repairer require a little bit more time to move the case.

**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](mailto: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.***

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, 23 September 2021 11:31 AM

**To:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: 0207743303SG LKK REF : CC4/AIG20011248/Kea3

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 Asher,

FYNA, CC4/AIG20011248/Kea3

***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,

**LKK Auto Consultants Pte Ltd**

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**From:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>

**Sent:** Thursday, September 23, 2021 10:19 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** 0207743303SG

Dear Sir/Mdm,

It has been almost a year since case was created in Merimen.

Kindly submit report for closure since there is no activity from TP workshop.

Thank you.

**Loh Chee Heng**

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 1881  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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