

## Jaslin Kok (LKK Auto)

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**From:** Goh, Jeremy <Jeremy.Goh@aig.com>  
**Sent:** Tuesday, 29 December 2020 10:45 AM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: AIG REF : #4661594348SG003#027# | ACCIDENT INVOLVING SMV4943H & SHA1819Z ON 08/11/2020

Dear Jaslin,

You have my mandate to settle as per BOLA 11(c). Both reports show that BOLA 11(c) is the scenario that fits try all means to get the video before settlement if possible.

Any treats of escalation via DRM initiated by TPWS, to be immediately noted and directed to me.

As for insured.

Insured wants TP to take on an apportionment of liability. Explained that based on her drawing and her report. It was noted that she exited the slip road and filtered to the 2<sup>nd</sup> lane. In such a scenario, it will be hard to defend the case and absolve her of all liability.

Assure her that we as the insurer will do our due diligence to mitigate the cost. You do not need to share apportionment of liability with her.

Insured only needs to know

- Whether NCD affected, (Yes)
- Premium affected, (ask her to call AIG hotline)
- LOB apportionment (not needed for her knowledge)
- Can they absolve themselves of all liability, meaning totally not at fault. (No)

Hope this helps to clarify.

Do not wholesale copy the text I emailed. Read and understand for yourself before replying to insured. Anything you are unsure, do call me.

Thanks and Regards

**Jeremy Goh**

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 1767  
[Jeremy.goh@aig.com](mailto:Jeremy.goh@aig.com) | [www.AIG.com.sg](http://www.AIG.com.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:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

**Sent:** Monday, December 28, 2020 10:22 AM

**To:** Goh, Jeremy <Jeremy.Goh@aig.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Subject:** [EXTERNAL] RE: AIG REF : 4661594348SG | ACCIDENT INVOLVING SMV4943H & SHA1819Z ON 08/11/2020

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

Dear Jeremy

Please find attached email for your easy reference.

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**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)

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**From:** Jaslin Kok (LKK Auto)

**Sent:** Monday, 28 December 2020 10:20 AM

**To:** Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** AIG REF : 4661594348SG | ACCIDENT INVOLVING SMV4943H & SHA1819Z ON 08/11/2020

Dear Jeremy

We have spoke to Insured (Mr Sem), informing him that liability is not in his favour as he is turning out from slip road.

However, our insured driver insisted us to view Third Party's video, as it will shows that he have already turn out of the slip road and is travelling on the main road before the accident happen.

We have requested video footage from Third Party workshop but was rejected. Please refer to attached email for your easy reference.

Kindly let us have your approval / instruction.

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

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