

**RE: Accident Involving SDN8988B and SKF2868M on 31st August 2020 - 3648098162SG**

Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

Fri 12/11/2021 10:00 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Hi Hsiao Tong,

We have contacted insured for reporting and cleared insured on the matter.

Kindly proceed to handle the claim.

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:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

**Sent:** Tuesday, 12 October 2021 4:18 PM

**To:** Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Subject:** [EXTERNAL] RE: Accident Involving SDN8988B and SKF2868M on 31st August 2020 - 3648098162SG

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

Dear Chee Heng,

Just checked with FNOL team. OI yet to report till date.

All the letter correspondence have been uploaded to Merimen.

Kindly let us have your further instructions on the matter.

Thanks

**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,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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

**Sent:** Tuesday, 5 October 2021 8:35 am

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Accident Involving SDN8988B and SKF2868M on 31st August 2020 - 3648098162SG

Hi Hsiao Tong,

Kindly assist to provide an update. If all efforts have been exhausted in requesting insured to make report, kindly upload all correspondence into Merimen and keep us updated.

Thank you.

**Loh Chee Heng**

Senior Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 1 September 2021 11:46 AM  
**To:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Subject:** [EXTERNAL] Re: Accident Involving SDN8988B and SKF2868M on 31st August 2020 - 3648098162SG

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Hi Chee Heng,

Contents noted.

We have sent out reminder letter to insured and letter to traffic police for assistance on reporting. All letters had been uploaded in Merimen for your reference.

We will follow up and update again. 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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Sent:** Tuesday, 31 August 2021 10:34 am  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: Accident Involving SDN8988B and SKF2868M on 31st August 2020 - 3648098162SG

Hi Hsiao Tong,

Noted that there is TP video uploaded on 28/7/21 showing OIV at scene.

Able to follow up with the reminder letter and letter to Traffic Police? If OI did not report despite the reminders, then you may seek our instructions for repudiation. If there is any OI's dispute, kindly escalate to us.

Thank you.

**Loh Chee Heng**

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AIG Asia Pacific Insurance Pte. Ltd

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**From:** Loh, Chee-Heng  
**Sent:** Wednesday, 18 August 2021 3:25 PM  
**To:** 'Jasper Chua (LKK Auto)' <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Subject:** RE: Accident Involving SDN8988B and SKF2868M on 31st August 2020 - 3648098162SG

Hi Jasper,

Kindly assist to follow up closely with insured on reporting. Noted that TP submitted video footage, and only one non-reporting letter sent on 16/11/2020. Kindly follow up with the reminder letter and letter to Traffic Police.

If OI has an email, you may cc me inside the email. Please assist to upload all correspondence with OI into Merimen.

Thank you.

**Loh Chee Heng**

Senior Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd

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**From:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Sent:** Wednesday, 18 August 2021 2:33 PM  
**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Subject:** [EXTERNAL] RE: Accident Involving SDN8988B and SKF2868M on 31st August 2020

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

Dear Chee Heng,

We refer to the matter above.

We try to call OI but unable to reach by phone. We had drop him some info through whatapps to inform him on the reporting, but there is no response till date.

Thanks

**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,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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



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**From:** Khoo, Kay-Eng [<mailto:Kay-Eng.Khoo@aig.com>]  
**Sent:** July 24, 2021 12:54 PM  
**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Cc:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Subject:** Accident Involving SDN8988B and SKF2868M on 31st August 2020

Dear Jasper

Reference to the above captioned matter with the matter resting with my colleague Mr Loh's instructions on 09 July 2021.

Please update on current status.

**From:** [Loh, Chee-Heng](#)  
**To:** ["Jasper Chua \(LKK Auto\)"](#)  
**Subject:** RE: 3648098162SG-003  
**Date:** Friday, 9 July 2021 3:53:00 PM

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Hi Jasper,

There is only a letter dated 16 Nov 2020 sent to insured on reporting. As the previous meetings between LKK and AIG, please assist to follow up on the reminder letter. If insured still has not reported after 14 days of the reminder letter, to proceed with the last reminder letter and letter to Traffic Police.

Noted that insured has forwarded a stern warning given by Traffic Police for Careless Driving and is appealing to Traffic Police that insured is not involved in the accident. Kindly assist to follow up with insured on the outcome of appeal.

Thank you.

**Loh Chee Heng**  
Senior Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd

**Khoo Kay Eng**  
Manager – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

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