

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 15 July 2021 9:36 AM
To: Loh, Chee-Heng
Subject: RE: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

Hi Chee Heng,

Please be informed that OI has settled the matter privately.

We have uploaded all the relevant documents in Merimen.

We will proceed to close file at our end.

*No bill to AIG as OI had paid LKK fee.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 24 June 2021 3:11 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Subject: Re: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

Hi Chee Heng,

For an update, OI will proceed private settlement for this matter. They will pay TP claim & LKK fee.

We will forward all the relevant documents to you once it is ready.

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 | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Friday, 19 March 2021 9:37 AM

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

Subject: RE: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

Hi Hsiao Tong,

Attached undertaking letter. Only need to send page 1 to insured. Page 2 is a checklist for internal reference.

Kindly assist to inform that the undertaking is strictly non-reversible, and explain the "Caution" portion to insured.

Caution :

This undertaking is strictly not allowed where Death or Bodily Injury is involved.

This undertaking is strictly non-reversible and by signing on this Letter of Undertaking the Policyholder and his authorized driver clearly understand and agree that AIG will not pay all claims relating to property damage sustained by the insured vehicle and any third party vehicle arising from this accident. (including but not limited to damages , legal costs, disbursements and interest)

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 | 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.

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

Sent: Thursday, 18 March 2021 5:22 PM

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

Subject: [EXTERNAL] RE: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

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

Hi Chee Heng,

Noted.

Kindly advise if there is any format/sample of the undertaking letter from AIG that we can forward to our insured.

Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

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

Sent: Wednesday, 17 March 2021 9:11 AM

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

Subject: RE: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

Hi Hsiao Tong,

Andy has informed us that BKW/Kenneth Tan wished to have AIG to redirect the claim to the hirer.

As the policy is engaged, we will require an undertaking letter from insured (BKW) or the hirer so that we can direct PD claim. Kindly assist to follow up with insured regarding the undertaking letter. If there is any issue, please let us know.

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 | 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.

From: Loh, Chee-Heng

Sent: Friday, 12 March 2021 10:30 AM

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

Subject: RE: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

Hi Hsiao Tong,

Noted. We will check with Andy on the matter.

Thank you.

Loh Chee Heng

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

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78 Shenton Way, Level 10
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Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | 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.

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 12 March 2021 10:25 AM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Subject: [EXTERNAL] RE: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

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Hi Chee Heng,

No, OI did not mention on hirer will undertake the claim.

Best Regards,
Hsiao Tong, Chew (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108
HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |
S(408933)

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Friday, 12 March 2021 10:08 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

Hi Hsiao Tong,

Did OI informed hirer will be undertaking this 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 | 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.

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 11 March 2021 3:58 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Subject: [EXTERNAL] AIG Ref: 6086305909SG // LKK Ref: CC4/AIG20012953/Epa3 [ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021]

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AIG Ref: **6086305909SG**
LKK Ref: CC4/AIG20012953/Epa3

Hi Chee Heng,

ACCIDENT INVOLVING SLE 3881K(AIG-BKW) AND FBP 3705Y ON 22/01/2021

We refer to the above matter.

We were informed by OI(BKW) that we should redirect third party claim to the hirer. According to OI(BKW), they have discussion with Mr Andy Fong(AIG) on this matter. We are not sure what is the content of discussion as BKW only mentioned about hirer excess issue.

Kindly assist to check if we shall inform third party repairer to redirect the claim to hirer or else advise further instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

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