

RE: AIG REF: 7165901511SG-003 || Accident Involving SKZ5868M / SMS9250G on 27/11/2020

Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Thu 12/8/2021 12:47 AM

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

Hi Hsiao Tong

Thank you for following-up closely on said matter.

Please close off matter and furnish us your billings. We will re-visit this matter again should there be further developments from TP.

Best Regards

Bennie Tan

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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

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

Sent: Wednesday, 11 August 2021 3:36 pm

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: [EXTERNAL] Re: AIG REF: 7165901511SG-003 || Accident Involving SKZ5868M / SMS9250G on 27/11/2020

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Hi Bennie,

We have rejected third party on 06/07/2021 as per instruction. There is no response from third party after our rejection. Furthermore, third party did not arrange for survey up to date.

Kindly advise if we may proceed to close the file and submit bill for 2 AR registered mail to OI for non-reporting.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, 1 July 2021 11:19 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: AIG REF: 7165901511SG-003 || Accident Involving SKZ5868M / SMS9250G on 27/11/2020

Hi Hsiao Tong

Thank you for your email.

You have my mandate to reject this TP claim. Subject to further concrete evidences such as Police Investigation Results etc, we will re-visit this matter again.

Thank you.

Best Regards

Bennie Tan

Senior Complex Claims Examiner - Auto Property Damage Claims
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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Monday, 28 June 2021 5:18 pm
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: AIG REF: 7165901511SG-003 || Accident Involving SKZ5868M / SMS9250G on 27/11/2020

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Hi Bennie,

We refer to the above matter.

We have met up with our insured driver Mr Yow(OID) on 21 June 2021. OID had viewed third party video footage and he adamant that there is no collision. According to OID, third party stopped his car and alighted out of his car after he drove pass our insured vehicle. Third party asked for OID IC & driving licence which OID had provided to him. After that third party just drove off. OID felt that it is weird and he keep saying that third party is cheating.

We have also inspected OID's vehicle and found that there is some damages to OI's vehicle. However OID insisted that the damages are not related to this incident. Furthermore, the damages sustained to third party vehicle is not possible caused by his vehicle. He affirmed that no collision between both vehicles.

Third party did not arrange for survey up-to-date.

In view of third party video footage is inconclusive and our insured driver strongly disputed on third party, we are intending to reject third party claim.

Kindly let us have your instruction/approval.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Wednesday, 16 June 2021 11:28 PM

To: btwishes@gmail.com

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

Subject: AIG REF: 7165901511SG-003 || Accident Involving SKZ5868M / SMS9250G on 27/11/2020

Dear Mr. Yow

Thank you for speaking to us this evening.

As informed, we have received a Third Party property damage claim submitted by the owner for SMS9250G against your motor vehicle policy.

To date despite our / our appointed adjuster [LKK Auto Consultants Pte Ltd – PIC: Ms. Chew Hsiao Tong] several reminders, we have yet to receive your accident report. As spoken, kindly urgently assist to make an accident report (*regardless whether there is an accident or not*) at our appointed adjuster's office by 21st June 2021 prior to us handling/investigating this claim on your behalf.

Also, do bring along all relevant documents (i.e. Video Footage, Police Report / Investigation Results, Vehicle Damaged Photos, NRIC, Driving Licence etc) for the reporting process.

Please feel free to reach out to either Ms. Hsiao Tong or me directly should require further clarifications.

Aside Hsiao Tong: Please assist and guide Mr. Yow on the necessary steps forward.

Thank you.

Best Regards

Bennie Tan

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

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Singapore 079120
Tel +(65) 6419 1718

Bennie-WZ.Tan@aig.com | www.AIG.sg

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