

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 11 March 2021 5:31 PM
To: Khoo, Kay-Eng
Cc: Goh, Jeremy
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]
Attachments: Re: ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H AT/ALONG COLLYER QUAY TOWARDS FINLAYSON GREEN ON 07/12/2020

Hi Mr Khoo,

We refer to the above matter.

Please be informed that our insured strongly disputed claim for this matter. Kindly refer to the attached email from our insured for your easy reference.

During our tele-conversation with him, he adamant that AIG should not settle the matter and he is willing to fight for the case in court.

In view of this, we seek your kind assistance/advice in order for us to proceed further. 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: Hsiao Tong (LKKAuto)
Sent: Friday, 5 March 2021 5:39 PM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Cc: Goh, Jeremy <Jeremy.Goh@aig.com>
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

Hi Mr Khoo,

Thank you for your email.

Please be informed that our insured had concern on the damages to third party taxi as he adamant that he did not hit third party taxi. He had hit the tow truck right back frame that secure the taxi front right wheel.

Based on third party video, we are unable to confirm if insured had hit onto third party taxi which was towed by a tow truck. Furthermore, no scene photos taken by OI and third party.

We are reviewing the matter and will engage insured again on this matter.

We will give you an update by next week.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

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

S(408933)

From: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Sent: Friday, 5 March 2021 4:30 PM

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

Cc: Goh, Jeremy <Jeremy.Goh@aig.com>

Subject: FW: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

Dear Hsiao Tong

Reference to email below, this was one of the case highlighted by Premier Auto recently and where it was mentioned that it was Pending Adjuster Mandate from AIG/Pending LKK further actions.

Please advise status of matter.

Khoo Kay Eng

Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@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.

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From: Khoo, Kay-Eng
Sent: Friday, March 5, 2021 4:25 PM
To: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Subject: FW: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

From: Shafawati [<mailto:shafawati.rabu@premierauto.com.sg>]
Sent: Wednesday, February 24, 2021 11:29 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: AccReport <AccReport@premierauto.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

WITHOUT PREJUDICE

Hi Hsiao Tong,

We refer to our LOD dated 19.01.21

Please revert on our claim soonest.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Tuesday, 19 January 2021 5:20 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: AccReport <AccReport@premierauto.com.sg>
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

WITHOUT PREJUDICE

We refer to the above mentioned accident.

Hereby we would like to append our losses from AIG Asia Pacific Insurance Pte Ltd, as insurers of vehicle number EP98A which their insured driver's negligence driving in the above accident.

Enclosed herewith our letter of demand and supporting documents for your kind perusal.

Kindly look into the matter and let us have your favourable reply as soon as possible.

To expedite this claim settlement, please reply to us by email.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Shafawati
Sent: Tuesday, 19 January 2021 4:33 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: AccReport <AccReport@premierauto.com.sg>
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

WITHOUT PREJUDICE

Dear Hsiao Tong,

No scene photos available.

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 7 January 2021 3:05 pm
To: Shafawati <shafawati.rabu@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

Without Prejudice

Hi Shafawati,

Kindly advise if there is any accident scene photos for this case. Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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)

Sent: Monday, 28 December 2020 5:26 PM

To: Shafawati <shafawati.rabu@premierauto.com.sg>

Cc: AccReport <AccReport@premierauto.com.sg>

Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

Without Prejudice

Hi Shafawati,

Re-send with attachment.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

Best Regards,

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

S(408933)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, 28 December 2020 5:24 PM
To: Shafawati <shafawati.rabu@premierauto.com.sg>
Cc: AccReport <AccReport@premierauto.com.sg>
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

Without Prejudice

Dear Sirs/Mdm,

Thank you for your video.

Attached is a copy of our insured report for your reference.

Please advise if there is any accident scene photos. Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

Best Regards,

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

S(408933)

From: Shafawati <shafawati.rabu@premierauto.com.sg>
Sent: Monday, 28 December 2020 5:18 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: AccReport <AccReport@premierauto.com.sg>
Subject: RE: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

WITHOUT PREJUDICE

Dear Sirs,

We refer to your email below.

There is no attachment. Please help to resend.

We attached the scene video for your kind attention.

Thank you

Regards

Shafawati Md Rabu
Claims Settlement Officer
Premier Automotive Services Pte Ltd

Address: 23 Changi South Ave 2, #01-02 Singapore 486443
Tel: 6214 8880 Ext 076 | DID: 64100946 | Fax: 6214 1511

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

Sent: Thursday, 24 December 2020 3:42 pm

To: Shafawati <shafawati.rabu@premierauto.com.sg>

Cc: AccReport <AccReport@premierauto.com.sg>

Subject: Your Ref: SHC6985H // LKK Ref: LKK Ref: CC4/AIG20013704/T1pa3 [ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020]

Your Ref: **SHC6985H**

Without Prejudice

LKK Ref: CC4/AIG20013704/T1pa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING EP 98A(AIG) AND SHC 6985H ON 07/12/2020

We refer to the above matter.

Please be informed that liability is unclear. Our insured adamant that he had collided with the tow truck and he did not hit onto your tax. Attached is a copy of our insured accident report for your easy reference.

We would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

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