

## Hsiao Tong (LKKAuto)

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**From:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Sent:** Wednesday, 10 March 2021 11:58 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Tee, Chee-Wah; Admin A  
**Subject:** RE: AIG Ref: 0818953320SG-003 || TP veh: SHB3065M (DOA: 22/12/2020) \*\*\* LKK  
REF: CC4/AIG20014384/T1pa3

Hi Hsiao Tong

Reference to the mandate request.

Please note the previous mandate been revoked as there is a potential licencing issue detected. OID currently holding a Class 2B & 3C driving licence.

Kindly confirm if checks been made on whether OID was able to drive OI vehicle which is a commercial vehicle.

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](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Tan, Bennie-WZ  
**Sent:** Monday, January 4, 2021 1:48 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Tee, Chee-Wah <Chee-Wah.Tee@aig.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: AIG Ref: 0818953320SG-003 || TP veh: SHB3065M (DOA: 22/12/2020) \*\*\* LKK REF:  
CC4/AIG20014384/T1pa3

Hi Hsiao Tong

Thank you for your prompt assistance

Based on TP's video, I agree with your assessment – OI was travelling straight on the wrong lane contrary to the account given by insured's driver. Please proceed to settle at best.

Best Regards

**Bennie Tan**

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:** Thursday, December 31, 2020 11:07 AM  
**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>  
**Cc:** Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: AIG Ref: 0818953320SG-003 || TP veh: SHB3065M (DOA: 22/12/2020) \*\*\* LKK REF: CC4/AIG20014384/T1pa3

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

Hi Bennie,

Attached is a copy of video footage from third party for your reference.  
From third party video, our insured driver was going straight instead of turning left as reported by him and caused the accident. We are of the view that liability is not in our driver's favour.

Kindly let us have your comments/instruction after review the matter.  
Thanks.

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

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 29 December 2020 9:00 AM  
**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: AIG Ref: 0818953320SG-003 || TP veh: SHB3065M (DOA: 22/12/2020) \*\*\* LKK REF: CC4/AIG20014384/T1pa3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

*To check availability of the case handler, you may contact the undersigned.*

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Sent:** Monday, 28 December, 2020 6:01 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Tee, Chee-Wah <[Chee-Wah.Tee@aig.com](mailto:Chee-Wah.Tee@aig.com)>

**Subject:** AIG Ref: 0818953320SG-003 || TP veh: SHB3065M (DOA: 22/12/2020)

Hi LKK Team

Reference to the above matter.

Kindly assist to request for TP video footage for our necessary review as insured driver is disputing on liability.

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

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