

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 9 April 2021 9:48 AM
To: Syed-Yusoff, Saliha
Subject: RE: [SEEK APPROVAL TO REJECT TP CLAIM]- AIG Ref: 5927536907SG // LKK Ref: CC4/AIG21000318/Gpa3- SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

Hi Saliha,

Yes, we have rejected third party claim on 09/02/2021 and so far no response from third party repairer. We have uploaded email correspondence in Merimen as requested.

We will proceed to submit WP report to your good office asap. 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: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Friday, 9 April 2021 9:06 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: [SEEK APPROVAL TO REJECT TP CLAIM]- AIG Ref: 5927536907SG // LKK Ref: CC4/AIG21000318/Gpa3-SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

Hi Hsiao Tong,

Have you sent rejection email to CDGE? Please upload the correspondence in Merimen and submit WP report if no further issue from repairer.

Kind Regards,
Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

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 1917
saliha.syed-yusoff@aig.com | www.AIG.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, February 9, 2021 10:54 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Subject: [EXTERNAL] RE: [SEEK APPROVAL TO REJECT TP CLAIM]- AIG Ref: 5927536907SG // LKK Ref: CC4/AIG21000318/Gpa3- SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

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

Hi Saliha,

As per discussion, we will proceed to reject third party claim as there is no contact/collision between both vehicles.

We will update you if there is any issue.

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)

Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Tuesday, 9 February 2021 8:33 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: [SEEK APPROVAL TO REJECT TP CLAIM]- AIG Ref: 5927536907SG // LKK Ref: CC4/AIG21000318/Gpa3- SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

Dear Hsiao Tong,

Knowing CDGE, they will pursue the matter unless we have strong basis to reject their client's claim.

Please arrange for inspection of OIV vehicle to establish damage consistency.

Kind Regards,
Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

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

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

Sent: Tuesday, February 9, 2021 8:11 AM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: [EXTERNAL] [SEEK APPROVAL TO REJECT TP CLAIM]- AIG Ref: 5927536907SG // LKK Ref: CC4/AIG21000318/Gpa3- SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

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

AIG Ref: **5927536907SG**

LKK Ref: CC4/AIG21000318/Gpa3

Hi Saliha,

We refer to the above matter.

Third party driver reported that he was turning right to Upper East Coast Road within his lane, OI who was on his right lane had drove into his lane and causing third party to swerve his car to left to avoid an accident. While third party swerved left, his car hit the kurb on the left and causing his left rims, tyres & suspension to be damaged.

OI reported that she was turning right to Upper East Coast Road and third party overtook her car and honked. OI and third party stopped and third party informed OI that his car left rim had scratched the curb. OI did not hit onto third party front right portion.

We have spoken to OI on this matter. She insisted that NOT TO SETTLE third party claim there was no contact/collision between both vehicles.

In view of this, we are intending to reject third party as there is no contact between OI & third party vehicle.

Kindly let us have your comments/instruction. 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: Monday, 8 February 2021 1:54 PM

To: Tan, Grace <Grace.Tan@aig.com>

Cc: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

Hi All,

We have spoken to OI, Ms Emily on this matter. She insisted that not to settle TP claim as she did not hit onto third party vehicle.

We will write to AIG claim officer for further instruction. 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 February 2021 10:52 AM
To: Tan, Grace <Grace.Tan@aig.com>
Cc: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

Hi Grace,

Noted. We will contact insured and get back to you.

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, Grace <Grace.Tan@aig.com>
Sent: Friday, 5 February 2021 10:24 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Cc: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

+ saliha

From: Tan, Grace
Sent: Friday, February 5, 2021 10:23 AM
To: khanchna@lkkauto.com
Cc: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Rumli, Sharizah <Sharizah.Rumli@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>
Subject: SF-4386422 OC:5927536907SG ctc Emily's agent @ 96324587

Dear LKK Khanchna,

Kindly assist to contact insd who claims that she did not hit 3P.

Thank you. No PD LOD is in yet.

Call centre notes:-

dear Claims,

re: DOA: 19 Dec 2020

Insd cum Agent insisted tt she didn't hit 3rd party ...

She insisted tt we should not pay to 3rd party & insisted to speak to claim examiner.

Please assist.

Thanks

Best Regards,

Grace Tan

AIG

Claims Service Associate

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

grace.tan@aig.com | www.aig.sg

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