

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

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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.

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) [<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

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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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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 9 February 2021 3:46 PM
To: Tinie Ng Jing Ling
Cc: Johari Bin Husin; Admin A
Subject: RE: (TO ADVISE LIABILITY) SKB5655L DOA 19.12.2020 TP CLAIM AGAINST SKT4380R // LKK Ref: CC4/AIG21000318/Gpa3
Attachments: Police Report(SKT4380R).pdf

Without Prejudice

Dear Sirs/Mdm,

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

We have reviewed the matter and we regret to inform your that we are unable to look into your client's claim as there is no contact/collision between both vehicles. The damages to your client vehicle (left front portion) was caused by himself who swerved left and hit the curb.

Thank you.

"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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 12 January 2021 3:17 PM
To: 'Tinie Ng Jing Ling' <TinieNg@sparkcarcare.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: 'Johari Bin Husin' <JohariHusin@sparkcarcare.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: FW: (TO ADVISE LIABILITY) SKB5655L DOA 19.12.2020 TP CLAIM AGAINST SKT4380R

Dear Tinie,

Thank you for the email.

Dear Hsiao Tong,

Kindly assist

FYNA Our Ref : CC4/AIG21000318/pa3

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>

Sent: Tuesday, 12 January 2021 3:09 PM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>; guoqiang@lkkauto.com

Cc: assignments@lkkauto.com

Subject: (TO ADVISE LIABILITY) SKB5655L DOA 19.12.2020 TP CLAIM AGAINST SKT4380R

Dear Nivitha,

Kindly advise liability.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd

320 Ubi Road 3 Singapore 408649

T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com





From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: 12 January 2021 13:51

To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>

Cc: assignments@lkkauto.com <assignments@lkkauto.com>

Subject: RE: SKB5655L DOA 19.12.2020 TP CLAIM AGINTS SKT4380R

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Dear Tinie,

I have arranged Guo Qiang.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>

Sent: Tuesday, 12 January 2021 1:40 PM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>

Cc: assignments@lkkauto.com

Subject: Re: SKB5655L DOA 19.12.2020 TP CLAIM AGINTS SKT4380R

Hi Nivitha,

Who is coming to survey the above vehicle?

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | M: 68485726

W: www.SPARKcarcare.com



From: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Sent: 08 January 2021 10:52
To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>
Cc: assignments@lkkauto.com <assignments@lkkauto.com>
Subject: RE: SKB5655L DOA 19.12.2020 TP CLAIM AGINTS SKT4380R

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Dear Tinie,

Appointment confirmed.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Sent: Friday, 8 January 2021 10:09 AM
To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>
Cc: assignments@lkkauto.com
Subject: Re: SKB5655L DOA 19.12.2020 TP CLAIM AGINTS SKT4380R

Dear Nivitha,

Please arrange 12/01/2021 2.30pm. Owner waiting.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: 07 January 2021 15:11

To: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>

Cc: assignments@lkkauto.com <assignments@lkkauto.com>

Subject: RE: SKB5655L DOA 19.12.2020 TP CLAIM AGINTS SKT4380R

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Dear Tinie,

Noted with thanks.

Please be informed that our Monday appointments is full. You may arrange from Tuesday onwards.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

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From: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>
Sent: Thursday, 7 January 2021 3:05 PM
To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; Johari Bin Husin <JohariHusin@sparkcarcare.com>
Cc: assignments@lkkauto.com
Subject: Re: SKB5655L DOA 19.12.2020 TP CLAIM AGINTS SKT4380R

Hi Nivitha,

Vehicle not in.
I arrange with customer first than will get back to u.

Thanks & Best Regards,

Tinie Ng

Cust Care Specialist (Accident Repair)

ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
T: 68485721 | **M:** 68485726

W: www.SPARKcarcare.com



From: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Sent: 07 January 2021 15:00
To: Johari Bin Husin <JohariHusin@sparkcarcare.com>
Cc: Tinie Ng Jing Ling <TinieNg@sparkcarcare.com>; assignments@lkkauto.com <assignments@lkkauto.com>
Subject: SKB5655L DOA 19.12.2020 TP CLAIM AGINTS SKT4380R

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Dear Sir/Mdm,

Is the vehicle SKB 5655L in the workshop?

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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