

Hsiao Tong (LKKAUTO)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Monday, 30 January 2023 2:31 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; EzLyna (LKKAUTO)
Subject: RE: Our Ref: 0143895112SG - Status //LKK Ref: CC3/AIG21000528/Kpa3

Dear HT,

Please proceed to submit WP report.

Thank you

Norsiah MdNoor

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 1606
Norsiah.MdNoor@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.

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Monday, January 30, 2023 10:09 AM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref: 0143895112SG - Status //LKK Ref: CC3/AIG21000528/Kpa3

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

Dear Norsiah,

We have offered 50% to third party since 28/02/2022. Last reminder to third party was on 03/09/2022. No response from third party till date.

We will proceed to submit WP report as per instruction.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Sent: Friday, 27 January 2023 2:31 PM

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

Cc: Admin A <admin-a@lkkauto.com>; EzLyna (LKKAuto) <ezlyna@lkkauto.com>

Subject: RE: Our Ref: 0143895112SG - Status //LKK Ref: CC3/AIG21000528/Kpa3

Dear HT,

Please advise update status.

If no activity from last correspondence, kindly submit WP report.

Thank you

Norsiah MdNoor

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 1606

Norsiah.MdNoor@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.

From: Md Noor, Norsiah

Sent: Friday, November 18, 2022 3:56 PM

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

Subject: RE: Our Ref: 0143895112SG - Status //LKK Ref: CC3/AIG21000528/Kpa3

Dear Hsiao Tong,

Any update on this case from Trans Cab?

Else, we close this file temporary and submit WP report.

Thank you

Norsiah MdNoor

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

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78 Shenton Way, Level 10
Singapore 079120
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Norsiah.MdNoor@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.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, May 27, 2022 5:12 PM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Subject: [EXTERNAL] RE: Our Ref: 0143895112SG - Status //LKK Ref: CC3/AIG21000528/Kpa3

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

Dear Norsiah,

We are pending acceptance/response from third party. Last reminder to third party was on 02/05/2022.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Friday, 27 May 2022 11:51 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Our Ref: 0143895112SG - Status

Dear Hsiao Tong,

Refer to the above.

Mandate approval on 23/02/22.

Please advise the current status.

Thank you

Norsiah MdNoor

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 1606
Norsiah.MdNoor@aig.com | www.AIG.sg

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 26 January 2022 10:45 AM
To: JOE_TONG@SINGNET.COM.SG
Subject: ACCIDENT INVOLVING SKR 3807U(AIG) AND SHF 748A AT/ALONG BISHAN STREET 22 ON 08/01/2021

Mr Tong Weng Sum

[By Email Only]

Dear Sir/Madam,

You Ref: SKR3807U

Our Ref: CC3/AIG21000528/Kpa3

ACCIDENT INVOLVING SKR 3807U(AIG) AND SHF 748A AT/ALONG BISHAN STREET 22 ON 08/01/2021

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SHF748A against your insurance policy.

We have reviewed the matter and based on all the available information on hand, we recommended that the parties consider sharing liability at 50:50 where conflicting versions are presented and there is no evidence in favour of either party. We shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost.

If you have evidence/information to proof that we should not settle the third-party claim, kindly let us have them in writing within the next 10 days i.e. **by 11/02/2022**, after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Thank you.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG21000528/Kba3

08 JULY 2021

By Registered Mail

Tong Weng Sum
39 SPRINGLEAF AVENUE
SINGAPORE 788455

Dear Sir,

**ACCIDENT INVOLVING SKR 3807U(AIG) AND SHF 748A ON
08/01/2021(15:39HRS) ALONG/AT BISHAN STREET 22.**

We refer to the above subject matter. Your insurer AIG Asia Pacific Insurance Pte Ltd (AIG) has received a third party claim(s) against your motor insurance policy, and has appointed LKK Auto Consultants Pte Ltd to act on their behalf to handle this matter.

We highlight that this accident has not been reported to AIG.

Please note that you had been notified by our via mail by post from our office on 18/01/2021.

Kindly proceed to lodge your accident report immediately, giving the version of the accident amongst other things related to the accident. The accident report can be lodged at any of AIG reporting centres. For the listing of AIG reporting centres, you may refer to your Certificate of Insurance or visit AIG Singapore's website.

To enable us to look into the matter immediately, please let us hear from you within fourteen **(14)** days from date of this letter (by **22 JULY 2021**).

Please be reminded that in accordance with the terms and conditions under your policy, failure of compliance, our principal M/s AIG Asia Pacific Insurance Pte Ltd reserves the right to repudiate liability.

If you need further assistance or clarifications, please contact the undersigned.

Yours faithfully,

Jasper Chua Zhen Li (Mr)
DID: 6841 2928
Fax: 6741 4108
Email: jasperchua@lkkauto.com

c.c *Claims Manager*
 AIG Asia Pacific Insurance Pte. Ltd
 (Motor Claims Dept)



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Jasper

RS

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- NOTES:
- Please provide all information required and produce this form and receipt for all enquiries.
 - Please indicate the return address on the item to ensure prompt return in event of non-delivery to the addressee.

Name & Address of Addressee

Tong Weng Sum
39 Springleaf Avenue
Singapore 788455

SKR 3807U

Please tick ☒ accordingly:

☒ Local address

☐ Overseas address

Advice of Receipt (AR): (✓)Y ()N

Contents:

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Date



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Singapore 082001

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Customer Service Hotline: 1605

Date/Time 9/7/2021 10:19

No. Description Amount(S\$)

- | | | |
|---|---|------|
| 1 | Accept Registered Service | 0.00 |
| | 1. Tracking No.:RC355469281SG Ctry : SG | |
| | Transaction No.:8447211900027 | |
| 2 | Sale of Postage Label (Domestic) | 2.54 |
| | Quantity: 1 | |
| | Unit price: 2.54 | |
| | Total GST: 0.17 | |
| | Ref.: RC355469281SG | |
| | Insurance: 0.00 | |
| | Postage paid: 2.54 | |
| | Transaction No.: 8447211900028 | |
| 3 | Accept Registered Service | 0.00 |
| | 1. Tracking No.:RC355469295SG Ctry : SG | |
| | Transaction No.:8447211900029 | |
| 4 | Sale of Postage Label (Domestic) | 2.54 |
| | Quantity: 1 | |
| | Unit price: 2.54 | |
| | Total GST: 0.17 | |
| | Ref.: RC355469295SG | |
| | Insurance: 0.00 | |
| | Postage paid: 2.54 | |
| | Transaction No.: 8447211900030 | |

Total GST 0.34
Total Amount 5.08

Cash 5.08

COVID-19 has severely impacted international movement of people and goods as countries implement additional border controls and restrictions on international travel. As a result, airlines have drastically reduced international services, leading to a significant reduction in air freight capacity and frequency to and from Singapore to all international destinations. Please note that shipments to and from overseas will result in substantial delay, even as we work round the clock with our partner airlines and posts.

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