

Hsiao Tong (LKKAUTO)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Wednesday, 3 March 2021 4:28 PM
To: Hsiao Tong (LKKAUTO)
Subject: SMD2779Z OC: 5625851745SG ctc Karthigesan S/O Murukan @ 9457 1822

Dear Hsiao Tong,

Please proceed with rejection.

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

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.

Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Friday, February 19, 2021 11:56 AM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Subject: [EXTERNAL] [SEEK APPROVAL TO REJECT TP CLAIM]- SF-4403744 SMD2779Z OC: 5625851745SG ctc Karthigesan S/O Murukan @ 9457 1822

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

AIG Ref: **5625851745SG**
LKK Ref: CC4/AIG21001033/Bpa3

Hi Saliha,

We refer to the above matter.

Please be informed that our insured is disputing liability/ third party claim on this matter. See attached.

Based on OI video and the traffic rules & regulation for yellow box, we agreed that our insured driver can remain in the box until a suitable opportunity arises for them to complete their turn.

Kindly advise if we may reject third party claim at this juncture and await for PIR for further review.

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: Wednesday, 17 February 2021 3:16 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>; Gan, Angiegeokling <Angiegeokling.Gan@aig.com>

Subject: RE: SF-4403744 SMD2779Z OC: 5625851745SG ctc Karthigesan S/O Murukan @ 9457 1822

Hi Grace,

I have spoken to Insured on this matter. He will be submitting all his information on hand to support his version. And also, we shall await PIR for this matter.

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: Tan, Grace <Grace.Tan@aig.com>
Sent: Wednesday, 17 February 2021 9:19 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.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>; Gan, Angiegeokling <Angiegeokling.Gan@aig.com>
Subject: RE: SF-4403744 SMD2779Z OC: 5625851745SG ctc Karthigesan S/O Murukan @ 9457 1822

Dear Hsiao Tong,

Kindly provide an update for this case.

Insd is chasing.

Thank you.

Regards,
Grace

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, February 16, 2021 9:25 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>; Gan, Angiegeokling <Angiegeokling.Gan@aig.com>
Subject: [EXTERNAL] RE: SF-4403744 SMD2779Z OC: 5625851745SG ctc Karthigesan S/O Murukan @ 9457 1822

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

Hi Grace,

Thank you for your email.

Please be informed that Khanchna is no longer working in our company.

We will liaise with insured on this matter, 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: Tan, Grace <Grace.Tan@aig.com>
Sent: Tuesday, 16 February 2021 9:18 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.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>; Gan, Angiegeokling <Angiegeokling.Gan@aig.com>
Subject: SF-4403744 SMD2779Z OC: 5625851745SG ctc Karthigesan S/O Murukan @ 9457 1822

Dear Khanchna,

Current LOB both at fault. Insd wishes to speak to you as he received the letter from LKK that the case will be finalized within 7 days. PIR not out yet. Please assist. Kindly contact insd.

@Gan, Angiegeokling: Insd received your email that you asked him to submit his police report.

Call centre notes:-

Hi team,

Please assist to arrange a urgent call back from Claims officer for policy 1800096051-02 insured called to speak to the claims officer as the OI received the email from LKK consultants that they are handling the case and outcome will be decided in 7 days

Insured mentioned the police case is still going on how can there be a outcome for the case

The person whom he spoke with mentioned that we did not receive the police report

He needs to speak to claims officer handling the case

Insured-94571822

DOA-2021/01/19

vehicle-SMD2779Z

thank you

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

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.

Follow us:



IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.