

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 17 March 2021 4:49 PM
To: Khoo, Kay-Eng
Cc: Admin A; Ler, Bernard-JQ; Cecilia Chong (LKK Auto)
Subject: RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 ***
LKK REF: CC4/AIG21001189/g3
Attachments: Email to OI dd 170321.pdf

Hi Mr Khoo,

Apologised for late response.

No video footage from our insured as it had been overwritten.

We are arranging with insured/ driver to conduct height measurement on her vehicle.

We will follow up and update again. 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: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>
Sent: Wednesday, 17 March 2021 11:08 AM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 *** LKK REF: CC4/AIG21001189/g3

Hi Cecilia,

Please advise current status of matter.

Khoo Kay Eng

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

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026

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From: Khoo, Kay-Eng
Sent: Monday, March 15, 2021 12:43 PM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 *** LKK REF: CC4/AIG21001189/g53

Dear Cecilia,

Please advise current status of matter.

Khoo Kay Eng

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

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1026
kay-eng.khoo@aig.com | www.AIG.sg

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From: Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]
Sent: Tuesday, March 9, 2021 12:53 PM
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 *** LKK REF: CC4/AIG21001189/g3

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Dear Bernard,

We are still following up with OI and OID on the video footage.

As OI inform that they have the in cam in her vehicle and was told to get from her daughter who is the OID. However, till date we are still reaching out to OID on this matter.

Once we have gotten the video footage from OI or OID, we will review the matter in the urgent basis and update your end accordingly.

Thanks

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Tuesday, 9 March 2021 9:49 AM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 *** LKK REF: CC4/AIG21001189/g3

Hi Cecilia,

May we check on the update of this case? We have yet to hear from you since our email on last week.

Thanks.

Best Regards,

Bernard Ler
AIG

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 1946

Bernard-JQ.Ler@aig.com | www.aig.sg

From: Ler, Bernard-JQ
Sent: 03 March 2021 16:15
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 *** LKK REF: CC4/AIG21001189/g3

Dear Cecilia,

Please request video footage from OI.

If there is no video footage from OI vehicle, you may proceed to conduct height measurement to advise on whether there is contact between both vehicles.

Kindly update us on the development.

Thanks.

Best Regards,

Bernard Ler

AIG

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 1946

Bernard-JQ.Ler@aig.com | www.aig.sg

From: Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]
Sent: 03 March 2021 15:00
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 *** LKK REF: CC4/AIG21001189/g3

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Dear Bernard,

OI reported NO collision and damage.

Thus, we requested video footage from TP repairer to review the matter.

However, TP repairer inform that no video footage available and provide us with the Accident Scene photo.

Based on accident scene photo, it is still unclear whereby it can't prove that OI has rear ended claimant and that we have inform TP repairer that we will request for video footage from OI (if any).

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto)

Sent: Wednesday, 3 March 2021 10:30 AM

To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003 *** LKK REF: CC4/AIG21001189/g3

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 Cecilia,

Kindly assist.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>

Sent: Wednesday, 3 March, 2021 9:47 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>

Subject: FW: CEO343: SLX5323S ACCIDENT REPORT on 22 Jan 2021 | 3985714308SG-003

Importance: High

Dear LKK,

Please look into the matter below and advise what has been transpired between TP and ourselves.

Kindly update urgently as the matter has been escalated to CEO inbox.

Thanks.

Best Regards,

Bernard Ler
AIG

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 1946

Bernard-JQ.Ler@aig.com | www.aig.sg

From: Ikbar IBRAHIM (NRF)
Sent: Wednesday, March 3, 2021 12:20:55 AM (UTC+00:00) Monrovia, Reykjavik
To: CEO AIG Singapore
Cc: Coco Lu Ting
Subject: [EXTERNAL] SLX5323S ACCIDENT REPORT on 22 Jan 2021

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Message Classification: *Restricted*

Dear CEO, AIG.

I am currently a customer of AIG, insured my car under AIG motor insurance (insurance number 1800030900 -02).

I would like to share my current experience with AIG especially how its insurance agents handled the case of a motoring incident that I was in recently. Details as follows:

a) Incident happened on 22 Jan 2021, 8.30pm at Bukit Batok East Ave 2 Junction. My car was hit from behind and my rear and bumper was damaged.

b) I made an immediate report the next day to AIG and my car was inspected by the AIG team

Till today, my case is not resolved.

What was most disappointing was how my case was handled. The AIG team informed me that there was no evidences of the other party car hitting my car because the pictures I send did not show the two cars in close proximity. When my car is hit from the back, there is an impact that pushes my car forward and hence a gap between the two cars will happen. So it does not make sense that AIG team expects to see a bumper to bumper picture.

Then I was also told that the other car owner claimed that no damages was done to the cars. In truth my car is damaged.

Attached are all the details I submitted and correspondences.

As a paying AIG customer, I do expect a level of service from the AIG team and also care towards your customer that was involved in an accident. Instead I did not get any assurance that my case is handled properly and thoroughly and I even was made to feel that the incident was minor and that the damages my car incurred was negligible. Is this how AIG process cases that come your way?

The insurance coverage of my car is ending end Mar 2021 and *I am rethinking whether I should renew my car insurance with AIG.*

Overall, I am disappointed and dissatisfied with how my case is being handled. And I would like to see an expeditious and thorough review of my case and for the AIG team to keep me updated, instead of me having to call them and ask on status.

Sincerely

Best Regards,

Mohd Ikbar Ibrahim(Mr)

9362 7163(hp)

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[3S-id=76a7d28b-36b0-4696-9440-a3499d31fa1f:c0898b58]

From: Ikbar IBRAHIM (NRF)

Sent: Tuesday, 26 January 2021 7:14 am

To: 'Coco Lu Ting' <coco.lu@cyclecarriage.com.sg>

Subject: RE: SLX5323S ACCIDENT REPORT

Message Classification: *Restricted*

Thanks Coco, I am attaching the AIG Asia Pacific Insurance Pte. Ltd. FYNA

Best Regards,

[3S-id=346bd881-f01d-42c8-9313-abf1cc0dfee9:c0898b58]

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Monday, 25 January 2021 9:19 am

To: Ikbar IBRAHIM (NRF) <Ikbar_IBRAHIM@nrf.gov.sg>

Subject: RE: SLX5323S ACCIDENT REPORT

Dear Sir,

I received your documents, will submit claim today. Thank you

Best regards

Coco Lu Ting

Executive – Customer Service

Claim Division Operations Body & Paint Centre

209 Pandan Gardens

Singapore 609339

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Ikbar IBRAHIM (NRF) <Ikbar_IBRAHIM@nrf.gov.sg>
Sent: Saturday, 23 January, 2021 2:40 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: SLX5323S ACCIDENT REPORT

This email was sent from outside of your organisation

Message Classification: *Restricted*

Hi Coco, attached accident report from Ethoz as requested.

Please acknowledge once you receive this email report.

Thanks very much 😊

Best Regards,
Mohd Ikbar Ibrahim (Mr)

[3S-id=72464658-e075-460d-be0e-29ca74c3d8fb:c0898b58]

[3S-id=bd1377aa-d9ab-4a17-b2a6-201648edee5a:c0898b58]

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