

Hsiao Tong (LKKAuto)

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Friday, 3 June 2022 1:57 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Hsiao Tong,

Sorry I overlooked this case.

May attempt to propose 50% first since both parties reported differently.

Regards,

Lee Ming Yao, George

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 1769
Ming-Yao.Lee@AIG.com | www.AIG.sg

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: 01 June 2022 17:16
To: Lee, Ming-Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

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Hi Ming Yao,

We refer to our email dated 16 July 2021.

Please advise. 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: Hsiao Tong (LKKAuto)
Sent: Tuesday, 22 February 2022 11:33 AM
To: 'Lee, Ming Yao' <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

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Please advise. 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: Hsiao Tong (LKKAuto)
Sent: Wednesday, 26 January 2022 12:10 PM
To: Lee, Ming Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Ming Yao,

We refer to our email dated 16 July 2021.

Please advise. 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)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 17 December 2021 9:11 AM

To: Lee, Ming Yao <MingYao.Lee@aig.com>

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

Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Ming Yao,

We refer to our email dated 16 July 2021.

Please advise. Thank 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 8 September 2021 10:53 AM

To: Lee, Ming Yao <MingYao.Lee@aig.com>

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

Subject: Re: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Ming Yao,

We refer to our below email.

Please advise. Thank you.

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,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 12 August 2021 3:54 pm
To: Lee, Ming Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Ming Yao,

We refer to our below email.

Please advise. Thank you.

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,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 16 July 2021 11:17 AM
To: Lee, Ming Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Dear Ming Yao,

We refer to the above matter.

Please be informed that third party is still pursuing claim for this matter. No video footage from third party for this matter. The breakdown of third-party claim is as follows : -

Cost of Repair	: \$856.00	(inclusive of 7% gst)
Loss of Use x 1 Day	: \$300.00	(\$300 x 1 day)
GIA Search Fee	: \$2.00	
Total	: \$1,158.00	

Please assist to reopen the case in Merimen for our necessary action.

Thank you.

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,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 17 February 2021 11:34 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Wednesday, 22 January, 2020 5:26 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Vic,

If file is still idle, we shall proceed to close the file.
Please submit WP report if available.

Regards,
Lee Ming Yao, George
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769
Ming-Yao.Lee@AIG.com | www.aig.sg

From: Lee, Ming-Yao
Sent: 31 October 2019 16:18
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Vic,

Thanks for updating, please keep us posted if there is response by TP. If file is idle even January 2020. Please proceed to closure.

Regards,
Lee Ming Yao, George
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769
Ming-Yao.Lee@AIG.com | www.aig.sg

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: 03 October 2019 09:44
To: Lee, Ming-Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

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Dear George,

We refer to your below email.

Please be informed that till date, since our last email to TP on 30/07/2019 (as attached), we are yet to receive their response with our request.

Our surveyor had recommended COR @ P/P \$800.00 with 1 working day from an estimate of \$1,000.00 (labour only).

Thank you.

Best Regards,
Vic Alpeh | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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From: Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]
Sent: Thursday, 3 October, 2019 9:08 AM
To: Vic (LKKAuto)
Cc: Admin A
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Vic,

Any update on this matter?

We wish to have reserve revision on this matter, please let us have adjusted repair cost / estimate.

Regards,

Lee Ming Yao, George

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: 07 August 2019 15:03

To: Lee, Ming-Yao <MingYao.Lee@aig.com>

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

Subject: [EXTERNAL] RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

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Dear George,

We refer to your below email and the contents were noted.

Please be informed that we are still pending response from TP repairer with regards to our request on the video footage.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]

Sent: Wednesday, 7 August, 2019 1:46 PM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

Hi Vic,

Noted on your taking over the matter.

Please do update us if TP provides evidence.

Noted on the different accident stated by both parties, however, damages on TPV seems more like on rear side which fit TP's statement.

Please obtain video footage to understand the accident better.

Regards,

Lee Ming Yao, George
AIG

Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

Ming-Yao.Lee@AIG.com | www.aig.sg

From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: 30 July 2019 17:39

To: Lee, Ming-Yao <MingYao.Lee@aig.com>

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

Subject: [EXTERNAL] RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018 LKK REF CC4/AIG18004394/T1hb3

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Dear George,

We refer to your below email.

Please be informed that I am taking over the matter.

The Insured came down to our office and provided scene photos (as attached). During that time, Insured had informed us that she will not agree to settle the TP claim.

Meanwhile, we are currently requesting for any evidence from TP and will get back to Insured to for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Lee, Ming-Yao [<mailto:MingYao.Lee@aig.com>]
Sent: Thursday, 25 July, 2019 6:24 PM
To: Cecilia Chong (LKK Auto)
Subject: RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018

Hi Cecilia,

Wish to follow up on this matter.

Regards,
Lee Ming Yao, George
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769
Ming-Yao.Lee@AIG.com | www.aig.sg

From: Shu Pei (LKKAuto) <shupeil@lkkauto.com>
Sent: Tuesday, April 30, 2019 12:26 PM
To: Lee, Ming-Yao <MingYao.Lee@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [EXTERNAL] RE: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018

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Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC4/AIG18004394/T1MB3	Cecilia

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Lee, Ming-Yao <MingYao.Lee@aig.com>
Sent: Tuesday, 30 April 2019 10:53 AM
To: Admin A <admin-a@lkkauto.com>
Subject: Our Ref : 4256953123SG-003 | Accident Involving EE676P & SBS6329P on 05/03/2018

Hi,

Noted on Bevan's note in March 2018 that OI was disputing on liability and will submit photo to your office.

May we check who is the current case handler and any update after the meeting with insured?

Regards,

Lee Ming Yao

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)

Tel +(65) 6419 1769

MingYao.Lee@AIG.com | www.aig.sg



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