

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 27 September 2022 4:12 PM
To: 'Yong, Joanne-LF'
Cc: Admin A; CS A Team
Subject: RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/g3
Attachments: AIG-LKKInvoice1 -AC2205987.PDF
Categories: LSL

Dear Joanne,

Please find attached our invoice.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 27 September 2022 2:35 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/g3

Dear Joanne,

No survey done. We will close file and bill Merimen fee only for this case.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Friday, 23 September 2022 8:57 PM
To: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/g3

Dear All,

Noted that Cecilia has left the company.

Pls kindly direct this matter to the person in charge.

If third party no evidence/ supporting to prove the accident on our insured we could close the file.

Pls kindly revert.

Thank you.

Best regards,

Joanne Yong

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 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Friday, May 27, 2022 11:07 AM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

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

Subject: [EXTERNAL] RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/g3

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Hi Joanne,

We have request for clearer version of footage from TP since March.

We will send a reminder to TP.

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

DID: 6749-4274 | MAIN: 6256 3561 | 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: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Friday, 27 May 2022 11:03 am

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/gS3

Dear Cecilia,

Kindly follow closely. The video has been 3months by now will there be still video available?

Thank you.

Best regards,

Joanne Yong

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 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Friday, May 27, 2022 10:49 AM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

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

Subject: [EXTERNAL] RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/gS3

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Hi Joanne,

We are pending for clearer video footage from TP.

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

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: CeciliaChong@lkkauto.com | FAX: 6741-4108

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



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From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Friday, 27 May 2022 10:15 am

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/g3

Dear Cecilia,

Refer to the above matter.

Kindly advise the claim status.

Thank you.

Best regards,

Joanne Yong

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 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Friday, February 25, 2022 1:14 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>

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

Subject: [EXTERNAL] RE: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/g3

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

Dear Joanne,

We are pending for clearer video footage from TP to justify the liability.

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, 25 February 2022 12:37 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: Re: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021 LKK REF : CC4/AIG21001301/gS3

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,

FYNA, CC4/AIG21001301/gS3

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

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Friday, February 25, 2022 12:04 PM

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

Subject: AIG Ref: 2772015138SG YOur Ref:CC4/AIG21001301/GS3 Accident involving SKU9015H & SKU7103A on 23/01/2021

Dear Sir,

Refer to the above matter.

Pls kindly update the state of the claim.

Thank you.

Best regards,

Joanne Yong

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 1953
Joanne-LF.yong@aig.com | www.AIG.sg

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