

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 30 May 2022 1:56 PM
To: Yong, Joanne-LF
Subject: RE: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG003 // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

Hi Joanne,

We refer to your below email.

We will proceed to close file and submit report to your good office soon.

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

Sent: Friday, 27 May 2022 10:07 AM

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

Subject: RE: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG003 // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

Dear Hsiao,

Refer to my email below.

Pls kindly follow with TP if no response pls close case since no evidence to proof.

Hear from you soon.

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

From: Yong, Joanne-LF

Sent: Tuesday, April 26, 2022 1:23 PM

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

Subject: RE: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG003 // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

Dear Hsiao,

Refer to your email below.

If there is no evidence/ proof for the accident, pls proceed to close the file.

Pls kindly confirm any more update 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

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

Sent: Thursday, February 10, 2022 10:54 AM

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

Subject: [EXTERNAL] RE: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG003 // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

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Hi Joanne,

Apologised for late response.

Please be informed that third party disagreed on our rejection. We have requested for PIR for further review on 09/09/2021.

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

Sent: Tuesday, 8 February 2022 12:11 PM

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

Subject: RE: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG003 // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

Dear Hsiao,

Refer to the above matter.

Any update or revert from TP after you rejected?

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: Yong, Joanne-LF

Sent: Friday, April 9, 2021 5:00 PM

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

Subject: RE: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG003 // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

Dear Hsiao,

Refer to your email below.

Pls reject third party. At the same time pls request for PIR (if any).

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: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Sent: Friday, April 9, 2021 2:31 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

Hi Joanne,

Case under your care.

Kindly assist.

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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: 09 April 2021 13:49
To: Ler, Bernard-JQ <Bernard-JQ.Ler@aig.com>
Subject: [EXTERNAL] RE: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

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

Hi Bernard,

We refer our below email.

Kindly advise. 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, 3 March 2021 3:46 PM

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

Subject: [SEEK INSTRUCTION] - AIG Ref: 1853153735SG // LKK Ref: CC4/AIG21001425/Qpa3 [ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021]

AIG Ref: **1853153735SG**

LKK Ref: CC4/AIG21001425/Qpa3

Hi Bernard,

ACCIDENT INVOLVING GBK 365R(AIG) AND SMU 8839E ON 26/01/2021

We refer to the above matter.

Third party reported that he was driving straight along Victoria Street. Suddenly our insured lorry swerved left and hit onto the rear right side of his car.

Our insured driver reported that he was driving along Arab St turning left into Queens St. While he was turning left, third party tried to overtake him from the left to go straight as such collided the left part of insured lorry.

We have informed OI about third party claim and OI disagreed on third party claim. According to OI, the accident location is one way lane before the junction, our driver was making a left turn and third party tried to overtake him from the left and resulted the collision. No video footage from OI, only accident scene photos.

We have requested evidence from third party but no reply/response yet.

Based on OI scene photo, the accident location was happened along Arab Street instead of Victoria Street as per third party report. We are of the view that our insured version is more probable.

In view of this, we are intending to reject third party claim and we will review if any evidence submitted by third party.

For your comments/instruction please.

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 |

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