

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Friday, 2 July 2021 10:23 AM  
**To:** Singcity2007@yahoo.com  
**Subject:** <STANDARD NOTIFICATION LETTER> OUR REF: CC4/AIG21001577/T1ga3 \*\*\*  
ACCIDENT INVOLVING GBE 4304Y & SHD 3442Y ON 29/01/2021 \*\*\*

Our Ref:  
CC4/AIG21001577/T1ga3  
02 JULY 2021

**SINGCITY AIRCONDITIONING & ENGINEERING**  
DRIVER: CHOI HAN KWAI@CHOI MAN KWAI

Dear Sir/Madam,

### **ACCIDENT INVOLVING GBE 4304Y & SHD 3442Y ON 29/01/2021**

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (AIG Asia Pacific Insurance Pte Ltd.) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

This is to inform you that we received a Third Party Claim from **SHD 3442Y**.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

### **Please provide the following:**

#### **1. Accident Video Footage**

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

c.c. AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

**"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."**

**In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."**

**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](mailto:CeciliaChong@lkkauto.com) fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

## Cecilia Chong (LKK Auto)

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**From:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Sent:** Wednesday, 15 December 2021 1:11 pm  
**To:** Cecilia Chong (LKK Auto)  
**Subject:** RE: YOUR REF: SHD 3442Y (OUR REF: CC4/AIG21001577/T1ga3) \*\*\* ACCIDENT INVOLVING GBE 4304Y & SHD 3442Y ON 29/01/2021 \*\*\*

Dear Cecilia

Please proceed to submit your WP report & billing.

We will revisit this claim should we receive further developments via GIA DRM.

Thank you.

Best Regards

**Bennie Tan**

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 1718  
[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

**Advanced Leave Notification:**

*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.*

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**From:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Sent:** Wednesday, 15 December 2021 1:09 pm  
**To:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Subject:** [EXTERNAL] RE: YOUR REF: SHD 3442Y (OUR REF: CC4/AIG21001577/T1ga3) \*\*\* ACCIDENT INVOLVING GBE 4304Y & SHD 3442Y ON 29/01/2021 \*\*\*

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

Dear Bennie,

TP inform they will escalate to DRM.

Kindly let us have your approval to submit WP.

Thanks

## Cecilia Chong (LKK Auto)

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**From:** Kazali Haji Selahudin <kazali@cdge.com.sg>  
**Sent:** Wednesday, 15 December 2021 11:29 am  
**To:** Khoo, Kay-Eng; Tan, Bennie-WZ  
**Cc:** Olivia Wendy Kunjan; Cecilia Chong (LKK Auto); Sharon GIA; ARCBola@gia.org.sg; charlotte.teo@gia.org.sg  
**Subject:** Re: YOUR REF: SHD 3442Y (OUR REF: CC4/AIG21001577/T1ga3) \*\*\* ACCIDENT INVOLVING GBE 4304Y & SHD 3442Y ON 29/01/2021 \*\*\*

Dear Mr Khoo / Bennie,

Please ignore my email below. We shall escalate matter to GIA for DRM. Thank you.

Best Regards

**Kazali Hj Selahudin** (Mr)

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843

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**From:** Kazali Haji Selahudin <kazali@cdge.com.sg>  
**Sent:** Wednesday, 15 December 2021 11:26 am  
**To:** Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Cc:** Olivia Wendy Kunjan <OliviaWendyK@sparkcarcare.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Sharon GIA <sharon.chen@gia.org.sg>; ARCBola@gia.org.sg <ARCBola@gia.org.sg>; charlotte.teo@gia.org.sg <charlotte.teo@gia.org.sg>  
**Subject:** Re: YOUR REF: SHD 3442Y (OUR REF: CC4/AIG21001577/T1ga3) \*\*\* ACCIDENT INVOLVING GBE 4304Y & SHD 3442Y ON 29/01/2021 \*\*\*

Dear Mr Khoo / Bennie,

Can we have your concurrence to escalate matter to GIA for DRM since we are unable to agree with the 50% offered? Please let us have your reply by 22/12/21. Thank you.

Best Regards

**Kazali Hj Selahudin** (Mr)

Claims Department / ComfortDelGro Engineering Pte Ltd

Off: 6214 8736 / Fax: 6214 1843

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**From:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Sent:** Tuesday, 14 December 2021 9:48 pm  
**To:** Kazali Haji Selahudin <kazali@cdge.com.sg>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>