

## Hsiao Tong (LKKAuto)

---

**From:** Yong, Joanne-LF <Joanne-LF.yong@aig.com>  
**Sent:** Friday, 3 June 2022 2:16 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** RE: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Hsiao,

Having review our insured's video footage our insured is still moving his lane and third party is squeeze in and end up TP collided onto OI. Pls refer to the screen shoot for your reference.

From the third party rear video unable to see my OI overtook TP. From our insured video can shown TP is trying to overtake him.

We will still maintain rejection.



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](mailto:Joanne-LF.yong@aig.com) | [www.AIG.sg](http://www.AIG.sg)

---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Wednesday, June 1, 2022 12:27 PM

**To:** Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>

**Subject:** [EXTERNAL] RE: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

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

Hi Joanne,

Please be informed that third party has submitted a copy of rear video footage for our viewing.

Third party disagreed on our rejection as the video shows that third party was already driving in front of our insured vehicle and hit by insured.

For an amicable settlement, third party propose to resolve this matter at 50 -50 basis. We are of the view that 50/50 is reasonable as both parties vehicles were moving in same direction and side swipe each other's.

Please let us have your instruction after reviewing the matter.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto: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](mailto:Joanne-LF.yong@aig.com)>

**Sent:** Friday, 27 May 2022 11:52 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** FW: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Hsiao,

Our OI follow up with me on this matter.

Pls kindly advise with TP repairer if not we will take it as no evidence to close this matter.

Pls revert once you have check with them.

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](mailto:Joanne-LF.yong@aig.com) | [www.AIG.sg](http://www.AIG.sg)

---

**From:** Yong, Joanne-LF

**Sent:** Friday, May 27, 2022 11:48 AM

**To:** ryan Heng <[ryanheng@hotmail.com](mailto:ryanheng@hotmail.com)>

**Subject:** RE: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Ryan,

We have maintained our rejection. However, third party repairer will retrieving car video footage from their client and will get back to us.

We will update again once we receive video footage from third party.

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](mailto:Joanne-LF.yong@aig.com) | [www.AIG.sg](http://www.AIG.sg)

---

**From:** ryan Heng <[ryanheng@hotmail.com](mailto:ryanheng@hotmail.com)>

**Sent:** Saturday, May 14, 2022 11:54 AM

**To:** Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>

**Subject:** [EXTERNAL] Re: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

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

Hi Joanne,

Would like to check if my case has been settled and close? So that I can ask for refund from my current insurer.

Regards,  
Ryan

---

**From:** Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>  
**Sent:** Wednesday, 13 October 2021, 11:19  
**To:** ryan heng <[ryanheng@hotmail.com](mailto:ryanheng@hotmail.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Ryan,

Refer to our tele conversation just now.

We have rejected third party. If we received third party revert we will update you.

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](mailto:Joanne-LF.yong@aig.com) | [www.AIG.sg](http://www.AIG.sg)

---

**From:** ryan heng <[ryanheng@hotmail.com](mailto:ryanheng@hotmail.com)>  
**Sent:** Tuesday, October 12, 2021 6:02 PM  
**To:** Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>  
**Subject:** [EXTERNAL] Re: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

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

Hi Joanne,

Able to give me a called tmr.  
Tried calling but not able to get you  
Thanks

Regards,  
Ryan

Get [Outlook for Android](#)

---

**From:** Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>  
**Sent:** Wednesday, October 6, 2021 3:08:38 PM  
**To:** [RYANHENG@HOTMAIL.COM](mailto:RYANHENG@HOTMAIL.COM) <[RYANHENG@HOTMAIL.COM](mailto:RYANHENG@HOTMAIL.COM)>; PRDSG.DFILE <[PRDSG.DFILE@aig.com](mailto:PRDSG.DFILE@aig.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Mr. Ryan,

Refer to our tele conversation just now.

We have rejected the third party. If you have any further query or assistance you may contact me or Ms Chew whom copy in the email.

Have a nice week day ahead and stay safe.

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](mailto:Joanne-LF.yong@aig.com) | [www.AIG.sg](http://www.AIG.sg)