

RE: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

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

Mon 27/9/2021 2:24 PM

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

Hi Joanne,

We have spoken to insured and informed him that third party is still pursuing the claim. We have advised him that it is likely 50/50 case as both parties were merging/moving into the same lane. However, OI is not agree that he is at fault. He had reviewed his video footage again, both vehicles were travelling on the same lane and OI was ahead of third party, then third party was coming from behind, swerved right and collided onto his car. OI insisted that we should reject third party claim since his claim was rejected by third party insurer.

In view of OI strongly disputed claim, kindly advise if we may proceed to reject third party claim or else advice further instruction.

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

Sent: Tuesday, 21 September 2021 2:06 PM

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

Subject: RE: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

Hi Hsiao,

In that case pls kindly inform our OI accordingly. At the same time pls advise him.

You try to talk to him if he still want me to talk to him then I will return his call.

Thank you.

Best regards,

Joanne Yong

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

Sent: Tuesday, September 21, 2021 2:04 PM

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

Subject: [EXTERNAL] Re: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

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

Hi Joanne,

Yes. Third party workshop will pursue the claim as per client instruction.

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

Sent: Tuesday, 21 September 2021 1:40 pm

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

Subject: RE: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

Hi Hsiao,

I would like to know workshop submit and going to make a claim?

I have spoken to OI that if TP making claim against him; he also want to submit claim.

Can you confirm with workshop or they drop case.

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: Tuesday, September 21, 2021 1:01 PM

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

Subject: [EXTERNAL] Re: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

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Hi Joanne,

Third party has no video footage, only submitted scene photo to show that their client vehicle was fully in the lane and hit by our insured. If based on insured video, it seems like both parties were moving in same direction and side wipe each other.

We would like to propose 50/50 on this matter.

Kindly let us have your comments/instruction and we will update insured accordingly.

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

Sent: Tuesday, 21 September 2021 10:36 am

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

Subject: RE: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

Hi Hsiao,

Kindly update the status.

That day I have talk to OI regards to this claim. He needed for the update.

His claim has been rejected and he do not wish TP claiming against him.

Look forward to hear from you

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd

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Singapore 079120

Tel +(65) 6419 1953

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

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

Sent: Friday, September 17, 2021 6:16 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: [EXTERNAL] Re: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

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

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 Hsiao Tong,

FYNA, CC4/AIG21002643/Kps3

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, September 17, 2021 5:57 PM

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

Subject: 1059843944SG003 CC4/AIG21002643/KPS3 Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Sir

Refer to the above matter.

Pls kindly update the claim status.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims

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