

## Hsiao Tong (LKKAUTO)

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**From:** Yong, Joanne-LF <Joanne-LF.yong@aig.com>  
**Sent:** Wednesday, 5 October 2022 1:24 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Hsiao,

Submit invoice and close

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)

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Monday, October 3, 2022 3:25 PM  
**To:** Yong, Joanne-LF <Joanne-LF.yong@aig.com>  
**Subject:** [EXTERNAL] RE: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

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Dear Joanne,

Yes. Third party has submitted LOD on July 2021. However, we have rejected third party claim 06/10/2021 and no response/feedback from third party till date.

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)

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**From:** Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>  
**Sent:** Sunday, 2 October 2022 9:42 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Hi Hsiao,

Can help me check is there any LOD?

Thank you.

Best regards,  
**Joanne Yong**  
Senior Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd

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

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**From:** Yong, Joanne-LF  
**Sent:** Sunday, October 2, 2022 9:41 PM  
**To:** 'ryan Heng' <[ryanheng@hotmail.com](mailto:ryanheng@hotmail.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: #1059843944SG003#027# Accident involving SKJ180E & SLL8060T on 9/2/2021

Dear Ryan,

Refer to your email below.

I will check and revert to 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  
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**From:** ryan Heng <[ryanheng@hotmail.com](mailto:ryanheng@hotmail.com)>  
**Sent:** Friday, September 30, 2022 9:59 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

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Hi Joanne,

As per your last email 3rd is still reviewing.

Can I check if the case is close? As it is coming to my renewal of my car insurance. If there is any update.

Hope to hear from you soon.

Thank you

Regards

Ryan

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

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

**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

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

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**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

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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

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**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

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

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**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

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Hi Joanne,

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

Regards,  
Ryan

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**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

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