

Hsiao Tong (LKKAuto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Friday, 14 May 2021 11:06 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: AIG REF: 0235117110SG-003 || TP veh: SLJ9705X (DOA: 23/02/2021)

Hi Hsiao Tong

We have repudiated this claim to OI.

FYI and for your necessary follow-up to close off this matter.

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 | 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.

From: Tan, Bennie-WZ
Sent: Wednesday, May 12, 2021 3:52 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: AIG REF: 0235117110SG-003 || TP veh: SLJ9705X (DOA: 23/02/2021)

Hi Hsiao Tong

Thank you for following-up closely on this matter.

FYI. I have also attempted to contact OI but futile.

I shall seek my management direction on this matter and keep you posted in due course.

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
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Bennie-WZ.Tan@aig.com | 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.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, May 12, 2021 3:31 PM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: AIG REF: 0235117110SG-003 || TP veh: SLJ9705X (DOA: 23/02/2021)

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

Hi Bennie,

Thank you for your email.

Insured home phone number was not in use. We have tried to called OI at 9818 7078 several times but he did not pick up the phone. The Normal letter, 2 AR registered letters, a letter to Traffic Police for reporting assistance were already been sent out. We have uploaded all the non-reporting letter in Merimen for your perusal.

We have also updated our attempts on calling insured in Merimen activity log for your reference.

In view of the above, Kindly advise if AIG will repudiate the claim or else advise further instruction.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Tuesday, 11 May 2021 5:50 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: AIG REF: 0235117110SG-003 || TP veh: SLJ9705X (DOA: 23/02/2021)

Hi Hsiao Tong

As spoken.

Below insured's residential number for your onwards engagement to get insured to report accident.

Home Phone
68413267

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 | www.AIG.sg

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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.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, March 16, 2021 11:33 AM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: AIG REF: 0235117110SG-003 || TP veh: SLJ9705X (DOA: 23/02/2021)

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

Hi Bennie,

Noted.

We will follow up with insured. 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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Tuesday, 16 March 2021 9:34 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: AIG REF: 0235117110SG-003 || TP veh: SLJ9705X (DOA: 23/02/2021)

Hi Hsiao Tong

Reference to the above matter handled by you.

Insured yet to report on said accident. Please follow-up with necessary reminder letter if any to do so.

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 | www.AIG.sg

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 17 May 2021 10:45 AM
To: juliana@apautomotive.services
Cc: Admin AP Automotive Services
Subject: [Repudiated Claim] - Your Ref: SLJ9705X// LKK Ref: CC4/AIG21002735/T1pa3
[ACCIDENT INVOLVING SLT 4331X(AIG) & SLJ 9705X ON 23/02/2021]

Your Ref: **SLJ9705X**
LKK Ref: CC4/AIG21002735/T1pa3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLT 4331X(AIG) & SLJ 9705X ON 23/02/2021

We refer to the above matter.

Please be informed that our principal M/s AIG Asia Pacific Insurance Pte. Ltd had repudiated the claims in view of our insured has breach of policy terms and conditions.

Kindly re-direct your client's claim to our insured for redress.

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)

Hsiao Tng

POSTING FORM FOR REGISTERED SERVICE (LETTERS / PRINTED PAPERS)

- NOTES:**
- a) Please provide all information required and produce this form and receipt for all enquiries.
 - b) Please indicate the return address on the item to ensure prompt return in event of non-delivery to the addressee.

Name & Address of Addressee

Lee Chor Kiat
27 Haigsville Drive
(S) 438714

SLT 4331X

Please tick accordingly:

- Local address
- Overseas address

Advice of Receipt (AR): () Y () N

Contents:

Sender's Agreement

1. I have read, understood and agreed to the terms and conditions of the Registered Service on the posting overleaf and as available on the following weblink, <https://www.singpost.com/registered-service-T&Cs> or scan the QR code.
2. I certify that all the information provided by me is true and the item(s) does not contain any dangerous or prohibited items.
3. I agree and understand that compensation will not be payable on article such as coins, bank notes, currency notes or securities of any kind payable to bearer.
4. I understand that the availability of the signed Advice of Receipt (AR) is subject to the recipient of the item and the Overseas Postal Administration providing the acknowledgement.
5. I understand that the return of Advice of Receipt (AR) is non-trackable as such SingPost does not provide information on the Advice of Receipt (including its status or location).



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CUH
Name & Signature
Hsiao Tng

16/3/2021
Date



TGP-03121076026548



Tanjong Pagar
Blk 1 Tanjong Pagar Plaza
#01-25
Singapore 082001

GST Reg. No. : M2-0105651-9
Customer Service Hotline: 1605

Date/Time 17/3/2021 11:00

No. Description Amount(\$)

1 Accept Registered Service 0.00
1. Tracking No.:RC355287329SG Ctry : SG
Transaction No.:8447210760033

2 Sale of Postage Label 2.54
(Domestic)
Quantity: 1
Unit price: 2.54
Total GST: 0.17
Ref.: RC355287329SG
Insurance: 0.00
Postage paid: 2.54
Transaction No.: 8447210760034

3 Accept Registered Service 0.00
1. Tracking No.:RC355287332SG Ctry : SG
Transaction No.:8447210760035

4 Sale of Postage Label 2.54
(Domestic)
Quantity: 1
Unit price: 2.54
Total GST: 0.17
Ref.: RC355287332SG
Insurance: 0.00
Postage paid: 2.54
Transaction No.: 8447210760036

5 Accept Registered Service 0.00
1. Tracking No.:RC355287346SG Ctry : SG
Transaction No.:8447210760037

6 Sale of Postage Label 2.54
(Domestic)
Quantity: 1
Unit price: 2.54
Total GST: 0.17
Ref.: RC355287346SG
Insurance: 0.00
Postage paid: 2.54
Transaction No.: 8447210760038

Total GST 0.51
Total Amount 7.62

Cash 10.00

Change Due -2.38



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 Singapore 408600

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Chiro (ang)

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POSTING FORM FOR REGISTERED SERVICE (LETTERS / PRINTED PAPERS)

- NOTES: a) Please provide all information required and produce this form and receipt for all enquiries.
 b) Please indicate the return address on the item to ensure prompt return in event of non-delivery to the addressee.

Name & Address of Addressee

*Lee Chur Kiat
 27 Haigsville Drive
 (S) 438714*

SLT43?IX

Please tick accordingly:

- Local address
 Overseas address

Advice of Receipt (AR): () Y N

Contents:

Sender's Agreement

- I have read, understood and agreed to the terms and conditions of the Registered Service on the posting overleaf and as available on the following weblink, <https://www.singpost.com/registered-service-T&Cs> or scan the QR code.
- I certify that all the information provided by me is true and the item(s) does not contain any dangerous or prohibited items.
- I agree and understand that compensation will not be payable on article such as coins, bank notes, currency notes or securities of any kind payable to bearer.
- I understand that the availability of the signed Advice of Receipt (AR) is subject to the recipient of the item and the Overseas Postal Administration providing the acknowledgement.
- I understand that the return of Advice of Receipt (AR) is non-trackable as such SingPost does not provide information on the Advice of Receipt (including its status or location).



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[Handwritten Signature]

Name & Signature

Date



MPR-02121105037464



MacPherson Road
70 MacPherson Road
#01-01
Singapore 348475

GST Reg. No. : M2-0105651-9
Customer Service Hotline: 1605

Date/Time 15/4/2021 09:23
No. Description

Amount(S\$)

No.	Description	Amount(S\$)
1	Accept Registered Service	0.00
	1. Tracking No.:RC282984658SG Ctry : SG	
	Transaction No.:8024211050023	
2	Sale of Postage Label (Domestic)	2.54
	Quantity:	1
	Unit price:	2.54
	Total GST:	0.17
	Ref.:	RC282984658SG
	Insurance:	0.00
	Postage paid:	2.54
	Transaction No.:	8024211050024
	Total GST	0.17
	Total Amount	2.54
	Cash	2.54

COVID-19 has severely impacted international movement of people and goods as countries implement additional border controls and restrictions on international travel. As a result, airlines have drastically reduced international services, leading to a significant reduction in air freight capacity and frequency to and from Singapore to all international destinations. Please note that shipments to and from overseas will result in substantial delay, even as we work round the clock with our partner airlines and posts.

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