



## MG SOLUTION PTE LTD

23 Kaki Bukit Ave 4, AAS Kaki Bukit Centre #02-03 Singapore 415933

Tel: 6243 1373 Fax: 6243 1376

(GST Reg. No. 201427944N)

Date : 28/07/2021

Your Ref : CC4/AIG21003299/pa3 (SFF72P)

To : AIG ASIA PACIFIC INSURANCE PTE LTD

Attn : Motor Claims Department

Dear Sir/Mdm,

**RE: ACCIDENT INVOLVING VEHICLE SGK165S & SFF72P ON 11/03/2021 AT LEVEL 4 OF HONG LIM COMPLEX MULTI STOREY CARPARK.**

We refer to the above matter.

Attached copies of the following for your kind perusal:

- 1) Proforma Bill No.218108 @ S\$1,047.85 (Inclusive Of 7% GST)
- 2) Loss of Use @ S\$800.00 (4 Days x S\$200)
- 3) LTA Search @ S\$7.45
- 4) Authorisation to Act
- 5) GIA Report

Hope the above is in order and kindly let us have your confirmation soon.

Tax invoice will be issue upon amount finalized.

Thank You.

Yours faithfully,



---

Sharon Chia

HP: 9188 6931

E-mail: mg3solution@gmail.com


AUTHORIZATION TO ACT  
(AIG Asia Pacific – EXPRESS THIRD PARTY CLAIM)

I, TAN MEOW LI MAGDALENE (CHEN MIAOLI, MAGDALENE) ("the third party claimant")  
of BLK 163 TAMPINES ST 12 #11-269 S (521163) (address),  
owner of SGK 165S (vehicle no.) hereby authorize  
MG SOLUTION PTE LTD  
("the workshop") to act for me with respect to my claim for repair costs and/or  
rental and/or loss of use ("claim") for my vehicle no. SGK 165S that was  
damaged pursuant to the accident which occurred on 11/03/2021 (date) along  
175 SOUTH BRIDGE RD, SINGAPORE 058740 (location)  
involving vehicle no/s SFF 72P ("the accident").

I further authorize the workshop to settle the above mentioned claim in a  
manner that they deem fit and the workshop is further authorized to receive  
payment further to settlement of my claim with payment cheque/s being made in  
favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my  
behalf is on a without prejudice and without admission of liability basis insofar  
as the driver/owner/insurers of the other vehicle/s is concerned.

Date this 15 day of 06 (month) 20 21 (year)

  
\_\_\_\_\_  
Signed by "the third party claimant"



  
\_\_\_\_\_  
Signed by "the workshop"

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

“We/I, **MG SOLUTION PTE LTD** (“the workshop”) hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for **S\$1,047.85** (Repair Cost), **S\$240.00** (Loss of Use/Rental), **S\$7.45** (Disbursement) for vehicle no. **SGK 165S** that was damaged pursuant to the accident which occurred on **11/03/2021** (date) along **175 SOUTH BRIDGE RD, SINGAPORE 058740** (location) involving vehicle no/s **SFF 72P**. This is pursuant to the inspection conducted on **15/06/2021** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **TAN MEOW LI MAGDALENE (CHEN MIAOLI, MAGDALENE)** (“the third party claimant”) of vehicle no. **SGK 165S** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by “the third party claimant”.

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that “the third party claimant” after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to **SGK 165S** (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of “the third party claimant” pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 16 (day) of Sep (month) 2021 (year)



*Lwp*

Signed by appointed surveyor



Signed by “the workshop” (with chop)





## MG SOLUTION PTE LTD

23 Kaki Bukit Ave 4, AAS Kaki Bukit Centre #04-01 Singapore 415933

Tel: 6243 1373 Fax: 6243 1376

(GST Reg. No. 20-1427944-N)

# TAX INVOICE

Bill To:

**AIG ASIA PACIFIC INSURANCE PTE LTD**

78 SHENTON WAY

#07-12 AIG BUILDING

SINGAPORE 079120

INVOICE No : TI 219169

PB No : 218108

Date : 16-September-2021

ATTN : MOTOR CLAIMS DEPARTMENT

Vehicle Number : SGK 165S

QTY	DESCRIPTION	AMOUNT
1	To carried out accident repair as per surveyor's recommendation (Part By Part)	\$ 979.30
BEFORE GST		979.30
7% GST		68.55
<b>TOTAL</b>		<b>\$ 1,047.85</b>

Cheque should be made payable to **MG Solution Pte Ltd**



Co's stamp & Authorised Signature



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 11 Mar 2021 / 14:46:20

Receipt Date/Time : 11 Mar 2021 / 14:46:20

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-210311-002226

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SFF72P

As at 11 Mar 2021/12:30:00

Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.

1 Insurance Enquiry - SFF72P  
Enquiry Fee  
20210311144530423740

7.00 0.49 7.49

**Sub-Total** 7.00 0.49 7.49

**Total Before Rounding** 7.00 0.49 7.49

**Rounding Difference** 0.04

**Total Amount Payable** 7.45

Paid By

20210311144539268 Direct Debit: eNETS Debit  
(Internet Banking) 7.45

Total 7.45

Cash Change 0.00

Tendered Amount 7.45

Excess Refundable Amount 0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

## Asher Sng (LKKAUTO)

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**From:** Shi Qing <ngshiqing06@gmail.com>  
**Sent:** Thursday, 26 August 2021 12:12 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** ngwh@qqm-sg.com  
**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Asher,

In reliance on your opinion, please proceed to settle on terms that is of best interest to my father. Do let us know the outcome of your negotiations.

We would proceed to obtain the documents requested directly from AIG.

**Best,  
Shi Qing**

On Wed, Aug 18, 2021 at 1:56 PM Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)> wrote:

Hi Ms Ng,

We refer to the email below.

We refer to the above accident where we are acting for 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.

We are appointed by your insurance therefore all report will only be issue and submit to the insurance company we have no authorisation from the insurance to release the report to the policy holder unless the policy holder would like to undertake the case from the insurance to settle the matter.

Please be informed that we have reviewed both reports and based on accident scenario & all available information at hand for the accident, wherein you are being charged by the traffic police for **"Careless Driving Under section 65(1)(a) Of The Road Traffic Act Chapter 276<sup>h</sup>."** We are of the view that we do not have a good defense towards the claim submitted by the owner of SGK 165S and it is quite difficult for you to escape liability of the collision.

We wish to stress that our offer of settlement is strictly made on a without prejudice basis with a view to close this matter amicably.

If you still do not wish us to settle the third party claim and/or if you wish to take over conduct of the third party claim without seeking indemnity under the motor insurance policy so as to protect the No Claims Discount (this entails that you would have to conduct your own defense and bear the full costs), you may consider undertaking the claim.

Kindly let us have your final decision by 28/08/2021. If we do not hear from you by then, our principal will proceed to handle and decide how the claim is settled as per the terms and conditions of the policy. Under the Terms and Conditions 6.3 entitled "Conduct of Proceedings" under his Motor Policy, it is clearly stated that **"AIG shall have full discretion in the conduct of any proceedings and/or how a claim is settled."**

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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

**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.**

---

**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Wednesday, 18 August 2021 12:24 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Asher,

As clearly stated in my first email, we are disputing the extent of damage and correspondingly the cost, and are not disputing the liability. Take note.

Can I have a copy of the police report and surveyor's report? If unable to provide, please articulate the reasons why.

And explain why I am to agree to a decision made by your company and surveyor, just solely based on your representation.

***Best,***

***Shi Qing***

On Tue, Aug 17, 2021 at 4:24 PM Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)> wrote:

Hi Ms Ng,

Based on the video footage due to the angle of the camera the sound and the movement of the vehicle to determine the likely impact that may cause the damage to the vehicle.

The police investigate also have result to show that we are unable to deny any possible of liability.

**Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.**

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler



LKK Auto Consultants Pte Ltd

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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

*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.*

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**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Tuesday, 17 August 2021 3:13 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Asher,

So we ascertain the impact based on sound?

**Best,**

**Shi Qing**

On Tue, Aug 17, 2021 at 2:02 PM Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)> wrote:

Hi Ms Ng,

Based on the video footage listen to the sound is actually the impact from the rim to cause the grazed mark to the third party vehicle.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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

*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.*

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**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Tuesday, 17 August 2021 2:00 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Asher,

Based on the footage screenshot, the contact point appears to be from the side of SFF72P? And not the rim?

**Best,**

**Shi Qing**

On Tue, Aug 17, 2021 at 1:49 PM Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)> wrote:

Hi Ms Ng,

We refer to the email below.

The cost of the fender protector is about \$300 and the rest is mostly on the labour job to remove , refix and respray.

For painting job must spray the whole item and not able to spray a small portion.

Report of our finding will all submit to the insurance company as the insurance will be making the payout.

We will try our best to negotiate and settle the matter with third party at the best terms.

Enquiry on the policy premium we are not able to advise as it will be review by the underwriter on your next renewal.

**Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.**

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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

**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.**

**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Tuesday, 17 August 2021 1:24 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Asher,

The replacement of this fender protector and spraying is to be \$900+? It is a fair and reasonable quotation?

Please note that we not disputing the liability, since the surveyor has concluded, but the amount. Is there a report submitted by the surveyor for our reference?



Based on the current footage, the contact point appears to be from the side of SFF72P? And not the rim?

Logistics wise, should you proceed to negotiate, is the full cost borne by AIG, and what of the premium moving forward?

**Best,**

**Shi Qing**

On Tue, Aug 17, 2021 at 12:41 PM Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)> wrote:

Hi Ms Ng,

We refer to our tele-conversation.

The impact happen when your dad exit the parking lot to make adjustment.

Most possible of the impact of contact is from the rear tyre rim.

Enclosed the photo of the indication of the damages to third party vehicle.

Our surveyor have recommend **FRONT FENDER PROTECTOR** to be replace and the rest to be repair and respray.

Hope the above information able to clear your enquiry.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051



*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.*

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**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Friday, 4 June 2021 6:29 PM

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

**Cc:** [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com) <[ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)>

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Hsiao Tong,

As discussed, please find the photos attached.

***Best,***

***Shi Qing***

On Fri, Jun 4, 2021 at 3:52 PM Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Hi Ms Ng,

Thank you for your email.

We would like to request for your vehicle photos for further action.

*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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Friday, 4 June 2021 2:26 PM

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

**Cc:** [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com) <[ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)>

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Hsiao Tong,

Any updates?

***Best,***

***Shi Qing***

On Wed, Jun 2, 2021 at 6:15 PM Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)> wrote:

Hi Hsiao Tong,

How is it concluded that the damages are solely caused by SFF72P and not due to previous accidents?

***Best,***

**Shi Qing**

On Wed, Jun 2, 2021 at 5:41 PM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Hi Ms Ng,

Attached is a copy of the video footage & damages photos for your easy reference.

Kindly refer to the video timing 0:01:10 - 0:01:12, there is jerk on third party vehicle while your vehicle moved out from the parking lot. It suggested that there is collision/contact between both vehicles.

Please let us know if you have further queries. Thanks.

**Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.**

**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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>  
**Sent:** Wednesday, 2 June 2021 5:28 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com) <[ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)>

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3 [ACCIDENT INVOLVING SFF 72P(AIG) AND SGK 165S ON 11/03/2021 @ 12:30HRS ALONG/ AT HONG LIM COMPLEX MULTI STOREY CARPARK LEVEL 4]

Hi Hsiao Tong,

Did the footage clearly indicate the collision, as well as the damage done? If so, please let us have the photos of the damage submitted.

***Best,***

***Shi Qing***

On Wed, Jun 2, 2021 at 5:26 PM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Hi Ms Ng,

Thank you for your email.

We have received a copy of your report from AIG.

Based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by SGK165S. From third party video footage, your vehicle collided onto third party parked vehicle. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost. Please be assured that we will do our due diligence to mitigate the cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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.

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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Wednesday, 2 June 2021 4:11 PM

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

**Cc:** [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com) <[ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)>

**Subject:** Re: Ref No. CLM561475, Claims, Auto Insurance, TBA // LKK Ref: CC4/AIG21003299/pa3

Hi Hsiao Tong,

As per our discussion, we understand the car plate number of the other party to be SGK165S.

Thanks for your assistance, the submission has been made.

***Best,***

***Shi Qing***



On Mon, May 24, 2021 at 10:53 AM Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)> wrote:

Dear Ms Ng,

Thank you for your email.

As spoken earlier, you may proceed to lodge the accident report via online reporting. The link is as follows: -

<https://www.aig.com.sg/accident-reporting>

Please contact us if you have any enquiries.

Best Regards,

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

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

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**From:** Shi Qing <[ngshiqing06@gmail.com](mailto:ngshiqing06@gmail.com)>

**Sent:** Tuesday, 18 May 2021 11:25 AM

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

**Cc:** [ngwh@qgm-sg.com](mailto:ngwh@qgm-sg.com)

**Subject:** Fwd: Ref No. CLM561475, Claims, Auto Insurance, TBA

Hi Ms Chew,

As discussed, please find the police report submitted to AIG on 10 May 2021 and AIG's confirmation attached for reference. The reference number is in the email below.

For any further enquiries relating to the accident, you may wish to contact my dad at 9026 9139.  
For any paperwork related matters, feel free to contact me at 8288 4671.

***Best,***

***Shi Qing***

----- Forwarded message -----

From: <[do\\_not\\_reply@aig.com](mailto:do_not_reply@aig.com)>

Date: Mon, May 10, 2021 at 1:33 PM

Subject: Ref No. CLM561475, Claims, Auto Insurance, TBA

To: <[NGSHIQING06@gmail.com](mailto:NGSHIQING06@gmail.com)>

Your Reference No.: CLM561475

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Dear Valued Customers / Partners,

Thank you for contacting AIG Singapore. Your enquiry has been received and a customer service representative will contact you within five to seven working days.

Following guidance from the Singapore Government to minimise the spread of COVID-19, the AIG Singapore Customer Service Centre at 78 Shenton Way is closed until further notice. Should you require urgent assistance, please contact us at 6419 3000 from 9.00am - 5.00pm, Monday to Friday, excluding Public Holidays.

We thank you for your understanding during this period should there be any delay in our response to your query.

Yours sincerely,

AIG Asia Pacific Insurance Pte. Ltd.  
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## Print Received Message

This mail is associated with :

**\*SGK165S (3316256807SG)**  
**[SFF72P]**

TP

TAN MEOW LI MAGDALENE (CHEN MIAOLI, MAGDALENE)

Mar 11 2021 12:30PM

[NG WU HIN]

MG Solution Pte Ltd

**From**      **AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG\_SG\_EXPRESS)**, sent on **08/09/2021 11:30 AM**.  
**To**        LKK\_HQ  
**Subject**   **Alert - Adj Mandate Approved (S\$1295.30) - SGK165S - Claim Handler: Goh, Jeremy-CX**

Approved:1295.30:mandate approved. subject to documents in order.