

Re: AIG REF: 2182976288SG// LKK Ref: CC4/AIG21004610/T1pa3// AIGENCRYPT SF-4611411 POLICY : 2070171433 (CTC INSD @ 93296921)

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

Thu 17/6/2021 9:57 AM

To: Olea, Maricel <Maricel.Olea@aig.com>; Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

Hi Chee Heng,

For an update on this matter, OI & OID had come down to LKK office to view third party and further discuss this matter on 16/06/2021. Both of them agreed that liability is not in their favour as reversing parties is more liable. For PD claim, we have explained to OI & OID on the damage's consistency, and they agreed to settle the PD claim at best. We will proceed to seek mandate asap.

Hi Maricel,

OI is concern on TPBI claim as she insisted that third party taxi driver still able to walk around and smoking at the roadside (shown in 1 of OI accident scene photos). OI would like to have an update on TPBI claim. Please assist to contact her on this matter. 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: Olea, Maricel <Maricel.Olea@aig.com>

Sent: Wednesday, 2 June 2021 3:08 PM

To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: AIG REF: 2182976288SG// LKK Ref: CC4/AIG21004610/T1pa3// AIGENCRYPT SF-4611411 POLICY : 2070171433 (CTC INSD @ 93296921)

Dear Both,

Insured said the same thing 😊

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.

Best Regards,

Maricel Olea

AIG

Senior Complex Claims Examiner

Claims Department

AIG Asia Pacific Insurance Pte. Ltd.

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Tel +(65) 6419 1826

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From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Wednesday, June 2, 2021 2:03 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Olea, Maricel <Maricel.Olea@aig.com>
Subject: RE: AIG REF: 2182976288SG// LKK Ref: CC4/AIG21004610/T1pa3// AIGENCRYPT SF-4611411 POLICY : 2070171433 (CTC INSD @ 93296921)

Hi Hsiao Tong,

Allow me to cc Maricel as she is handling the TPBI claim.

OI's addendum made on 1/6/2021 has been uploaded into Merimen for your viewing.

Hi Maricel,

Fyi. Noted that you have also spoken to OI.

Thank you.

Loh Chee Heng

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 1881
Chee-Heng.Loh@aig.com | www.AIG.sg

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, 1 June 2021 9:55 AM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Subject: [EXTERNAL] AIG REF: 2182976288SG// LKK Ref: CC4/AIG21004610/T1pa3// AIGENCRYPT SF-4611411 POLICY : 2070171433 (CTC INSD @ 93296921)

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

Hi Chee Heng,

For an update after our tele-conversation with OI yesterday on this matter.

On yesterday, we have spoken to OI, Doctor Yong, she called up AIG as she received a carbon copy of lawyer letter for this claim which she feels that it is not reasonable as the incident is very slight. OI said that she has

spoken to Borneo Motor and will send an email to Borneo to add in 3 points in the accident report.

1. The movement of OI car was very slow, less than 3km/hr. Slight knock.
2. The impact is considered very slight knock as evidence by the partial dislodge of her car towing cover with minor scratches near to it.
3. The taxi driver has offered to settle the matter at \$50.00. OI refused to pay as she did not know the correct procedure.

OI said that she is a doctor for 45 years. After the incident happened, the taxi driver came down from his taxi, based on her observation, the taxi driver looks fine, no injured.

As for the taxi damages, OI said that all looks like old scratches & not consistent to the new knock. OI also request to have a look on third party video. We have advised her that we will obtain a copy of third-party video and discuss further with her on this matter. She noted.

We will request a copy of video from third party and discuss further with insured again. Thanks.

Meantime, kindly assist to upload a copy of insured accident report with additional information in Merimen if available. Thanks.

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: Hsiao Tong (LKKAuto)

Sent: Monday, 31 May 2021 2:43 PM

To: Rumli, Sharizah <Sharizah.Rumli@aig.com>

Cc: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Olea, Maricel <Maricel.Olea@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>

Subject: RE: AIGENCRYPT SF-4611411 POLICY : 2070171433 (CTC INSD @ 93296921)

Hi Shasha,

We have contacted insured on this matter.

We will write a separate email to AIG claim officer for this matter.
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: Hsiao Tong (LKKAuto)
Sent: Monday, 31 May 2021 10:19 AM
To: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Cc: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Olea, Maricel <Maricel.Olea@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>
Subject: RE: AIGENCRYPT SF-4611411 POLICY : 2070171433 (CTC INSD @ 93296921)

Hi Shasha,

Contents noted.

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: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Sent: Monday, 31 May 2021 10:00 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Olea, Maricel <Maricel.Olea@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>
Subject: AIGENCRYPT SF-4611411 POLICY : 2070171433 (CTC INSD @ 93296921)

Hi Both,

Kindly assist to contact insd and refer call ctr note.

Thanks

CALL CTR NOTE :-

OI request to speak to Claim's dept to furnish with more clarification & information on the Claim file against her dated on 11/04/2021.

Advice OI will escalated to Claim's dept to arrange a callback.

OI request to expedite it.

OI request callback timing 12:30-2p.m or after 3:30p.m onwards.

Sharizah Rumli (Shasha)

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

www.aig.sg

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