

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 4 May 2021 10:42 AM
To: 'Paramchand, Varsha'; Loh, Chee-Heng
Cc: Rumli, Sharizah; Tan, Grace; Quek, Joyceline-CH; Admin A; CS A Team
Subject: RE: aigencrypt - 9520597547SG & SF 4565521 - PLS CTC INSD , HE DISPUTE ON THE LOB

Hi Varsha,

We have spoken to Mr Koh on this matter. For third party against his policy, he understand that liability is not his favour as he had collided onto third party parked vehicle. He had no issue on third party claim.

His concern was on his own car repair & his reverse sensor issue which he had stated in his accident report. He would like to know if he proceed with OD claim, what is the impact to his policy and how much of the excess.

Kindly assist to advise insured on his concern. 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: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Sent: Tuesday, 4 May 2021 9:40 AM
To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Tan, Grace <Grace.Tan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>
Subject: aigencrypt - 9520597547SG & SF 4565521 - PLS CTC INSD , HE DISPUTE ON THE LOB

Hi LKK / Chee Heng,

Insd dispute on the LOB & wants to speak to case hadler. Pls assist to ctc insd @ 96398738.

Tq

Varsha

Dear Claims,

Xref to SF-4565565

I have already contacted OI to advise on how his NCD will get affected if LOB is AF and have advised OI of the initial assessment.

OI would like to speak to the claims officer in charge as he's disputing initial LOB.

Claim# 9520597547SG

Thank you

----- Forwarded Message ----- From: [do_not_reply@aig.com] Sent: 30/4/2021, 3:02 pm To: claims.aigsgp@aig.com Subject: Ref No. CLM540428, Claims, Auto Insurance, 1800028143-03 Customer Name: Koh Shou Wen NRIC/Passport No.: S8531459I Policy No.: 1800028143-03 Mobile No.: 96398738 Telephone No.: Emails: Sw85sg@msn.com Address: Postal Code: Policy Type: Auto Insurance Product Name: Nature of Query: Claims Details: Process for Claims for repair to own vehicle and excess waiver of 50% where in car video footage is provided. This is together with a current 3rd party claim on my insurance that is being reviewed. Seek advice on this matter urgently. ref:_00D2w3JvT7._5002wl0tcO:ref

Varsha Paramchand

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

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