

RE: AIG REF: 8249737285SG-003/004 - Escalating of third party bodily injury - AIG REF: 8249737285SG * LKK REF: CC6/AIG21005676/Aps3**

Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Wed 28/7/2021 12:17 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

 3 attachments (1 MB)

OI Scene Photo (1).jpg; OI Scene Photo (2).jpg; OI Scene Photo (3).jpg;

Dear Hsiao Tong

Reference to your email below.

We have reviewed matter internally. Please proceed to reject TP claim under BOLA15.

Do re-surface this matter should there be developments from TP repairer.

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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Sent: Friday, 9 July 2021 12:57 pm

To: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: #8249737285SG004#023# Escalating of third party bodily injury - AIG REF: 8249737285SG *** LKK REF: CC6/AIG21005676/Aps3

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

Dear Mr Ng,

We refer to your below email.

We were informed by our insured repairer that the video footage had been corrupted, only provided some scene photos taken at road side. Our insured repairer had submitted LOD to third party insurer and currently pending for offer/reply from third party insurer.

Dear Bennie,

Third party reported that our insured hit him from behind.

Our insured reported that third party cut into her lane and collided onto the front left portion of her car.

Based on the damages sustained to both vehicles, we are of the view that our insured version is more probable. Third party vehicle damages was on right rear portion while our insured vehicle damages was on front left portion.

In view of this, we are intending to reject third party claim.

Kindly let us have your comments/instruction. 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)

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Sent: Friday, 14 May 2021 4:31 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Subject: RE: #8249737285SG004#023# Escalating of third party bodily injury - AIG REF: 8249737285SG ***
LKK REF: CC6/AIG21005676/Aps3

Hi Su Li,

I just spoke to Ol Miss Tang. She has engaged Rico 60 to repair her car and submit her PD claim against TP and her video footage is with them.

As such, appreciate if you can obtain a copy of the video footage from Rico 60 and upload into Merimen.

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or action on it until appropriate for you.

Regards,

Ng Hai Chuan

Senior Complex Claims Examiner

AIG Asia Pacific Insurance Pte. Ltd.

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78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1994

Hai-Chuan.Ng@aig.com | www.aig.sg

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From: Mavis, Chew <Chew.Mavis@aig.com>

Sent: Friday, May 14, 2021 2:03 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Cheok, Lee Wai <Cheok.Leewai@aig.com>

Subject: #8249737285SG004# Escalating of third party bodily injury - AIG REF: 8249737285SG *** LKK REF: CC6/AIG21005676/Aps3

Hi Su Li,

Thanks for the referral.

Hi Hai Chuan,

8249737285SG-004 has been assigned to you based on the listing. For your review please, thanks!

Regards,
Mavis

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, May 14, 2021 9:36 AM

To: Mavis, Chew <Chew.Mavis@aig.com>; Cheok, Lee Wai <Cheok.Leewai@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: [EXTERNAL] Escalating of third party bodily injury - AIG REF: 8249737285SG *** LKK REF: CC6/AIG21005676/Aps3

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

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLJ 7946E on 06/05/2021.

Third party bodily injury ("BI") sighted in TP GIA report.

Note : officer in charge – Hsiao Tong 6742 3197.

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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[Rejection] - Your Ref: SLJ7946E // LKK Ref: CC6/AIG21005676/Aps3 [ACCIDENT INVOLVING SLK 6643E(AIG) AND SLJ 7946E ON 04/05/2021]

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

Thu 29/7/2021 11:49 AM

To: Hua Meng <huameng@live.com.sg>

 4 attachments (1 MB)

Statement of SLK6643E.pdf; OI Scene Photo _1_.jpg; OI Scene Photo _2_.jpg; OI Scene Photo _3_.jpg;

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured statement and scene photos for your reference.

We have reviewed the matter and based on the damages sustained to both vehicles, we are of the view that our insured version is more probable. Your client vehicle damages were on right rear portion while our insured vehicle damages were on front left portion.

In view of this, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

We will review the matter if there is any fresh/new evidence.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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, 28 June 2021 3:59 PM

To: Hua Meng <huameng@live.com.sg>

Subject: [Request for Evidence] - Your Ref: SLJ7946E // LKK Ref: CC6/AIG21005676/Aps3 [ACCIDENT INVOLVING SLK 6643E(AIG) AND SLJ 7946E ON 04/05/2021]

Your Ref: **SLJ7946E**

Without Prejudice

LKK Ref: CC6/AIG21005676/Aps3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLK 6643E(AIG) AND SLJ 7946E ON 04/05/2021

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured accident report for your easy reference.

As per AIG instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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 |

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