

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 1 June 2022 10:10 AM
To: Yong, Joanne-LF
Cc: Tan, Bennie-WZ
Subject: RE: AIGENCRYPT sf-5420598 OC : 4595193523SG DOA 28/04/2021
Attachments: FR7889R Damaged Photos.pdf

Hi Joanne,

Attached is a copy of damage items with price as requested.

Please let me know if it is sufficient.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Thursday, 26 May 2022 1:22 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: RE: AIGENCRYPT sf-5420598 OC : 4595193523SG DOA 28/04/2021

Dear Hsiao,

Pls kindly point out the parts that cause the damages badly.

OI will not be able to understand which part that show damages.

Kindly provide the photos and point out the parts and the cost.

Thank you.

Best regards,

Joanne Yong

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 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, May 26, 2022 12:51 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: AIGENCRYPT sf-5420598 OC : 4595193523SG DOA 28/04/2021

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

Dear Joanne,

We refer to the above matter.

Our surveyor who had physically conducted survey to third party motorbike is in the view that the damages sustained to Third Party motorbike is consistent to the nature of accident as reported. Third party motorbike is a rare model and parts are expensive. Furthermore, third party motorbike also fell on left side which resulted in more parts damage other than those arising from the impact with insured vehicle.

We hope the above helps.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 24 May 2022 3:14 PM
To: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Cc: Goh, Jeremy <Jeremy.Goh@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Admin A <admin-a@lkkauto.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; JoycelineCH.Quek@aig.com; Yvonne.Chew@aig.com
Subject: RE: AIGENCRYPT sf-5420598 OC : 4595193523SG DOA 28/04/2021

Hi Sharizah,

We have contacted insured and will follow up this matter with AIG claim officer.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 24 May 2022 12:28 PM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Cc: Goh, Jeremy <Jeremy.Goh@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: AIGENCRYPT sf-5420598 OC : 4595193523SG DOA 28/04/2021

Hi Joanne,

I have just called insured twice but she did not answer the call.

I will try again later.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Tuesday, 24 May 2022 9:18 AM

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

Cc: Goh, Jeremy <Jeremy.Goh@aig.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Subject: FW: AIGENCRYPT sf-5420598 OC : 4595193523SG DOA 28/04/2021

Dear Hsiao,

Refer to the above matter.

Pls kindly update.

Thank you.

Best regards,

Joanne Yong

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 1953
Joanne-LF.yong@aig.com | www.AIG.sg

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

Sent: Monday, May 23, 2022 3:44 PM

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

Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Chew, Yvonne <Yvonne.Chew@aig.com>; Goh, Jeremy <Jeremy.Goh@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Subject: AIGENCRYPT sf-5420598 OC : 4595193523SG DOA 28/04/2021

Hi LKK,

Insd disputing PD claim payout. Kindly assist .

Thanks

Changes

▼ Clone Specification

Clone Reason

▼ Contact Information

Contact Name	Chee Mee Ding	Contact Mobile	97537123
Primary Contact Address	38 Upper Boon Keng Road #17-2406 Singapore 380038	Contact Email	meeding50@gmail.com

▼ Caller Information

Thanks

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

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.



Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Ng, Hai-Chuan <Hai-Chuan.Ng@aig.com>
Sent: Monday, May 23, 2022 3:03 PM
To: Rumli, Sharizah <Sharizah.Rumli@aig.com>
Cc: Paramchand, Varsha <Varsha.Paramchand@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Chew, Yvonne <Yvonne.Chew@aig.com>; Ong, Beeping <Beeping.Ong@aig.com>
Subject: RE: sf-5420598 OC : 4595193523SG DOA 28/04/2021

Liability already explained to OI. She is disputing the PD claim amount.

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
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1994
Hai-Chuan.Ng@aig.com | www.aig.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.