

RE: AIG ref: #711138334SG003#027# || Accident between SME 1155 A and SKE 3068 D on 23 May 2021

Goh, Jeremy <Jeremy.Goh@aig.com>

Wed 12/1/2021 10:00 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Dear Jaslin,

We have sent out the repudiation letter and will not provide coverage for this case due to breach of policy conditions.
"non-reporting"

Please proceed to let the OI contact the TPWS if they wish to private settle.

We will await your report and invoice for services rendered and close off the file.

Regards

Jeremy Goh

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 1767

Jeremy.goh@aig.com | www.AIG.com.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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, November 1, 2021 11:46 AM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

Subject: [EXTERNAL] Re: AIG ref: #711138334SG003#027# || Accident between SME 1155 A and SKE 3068 D on 23 May 2021

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

Dear Jeremy,

We have sent out police letter.

Kindly let us have your further instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Thursday, September 30, 2021 9:32 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

Subject: Re: AIG ref: #7111138334SG003#027# | | Accident between SME 1155 A and SKE 3068 D on 23 May 2021

Dear Jeremy

Please be informed that we have proceed to sent 2nd letter out to OI.

We will proceed to send last letter on 12/10/2021.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Thursday, September 30, 2021 5:44 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: AIG ref: #7111138334SG003#027# | | Accident between SME 1155 A and SKE 3068 D on 23 May 2021

Hi Jaslin,

Any updates for this case?

We need to know your side action before we can proceed with repudiation for non reporting.

Regards

Jeremy Goh

Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

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78 Shenton Way, Level 10

Singapore 079120

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Jeremy.goh@aig.com | www.AIG.com.sg

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From: Goh, Jeremy

Sent: Thursday, September 2, 2021 10:10 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: AIG ref: #7111138334SG003#027# || Accident between SME 1155 A and SKE 3068 D on 23 May 2021

Hi Jaslin,

Noted on your actions taken for Non-reporting.

Do you know what is your side protocol for non reporting cases?

As the Police letter has not been sent out, we cannot repudiate until that portion is done.

Just want to coordinate with LKK on your end to handle non-reporting cases protocol.

Regrads

Jeremy Goh

Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

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78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1767

Jeremy.goh@aig.com | www.AIG.com.sg

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, September 1, 2021 6:16 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

Subject: [EXTERNAL] Re: AIG ref: #7111138334SG003#027# || Accident between SME 1155 A and SKE 3068 D on 23 May 2021

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

Dear Jeremy

We have sent out the first Non reporting letter and communicate with OID via phone after that.

We have uploaded TP LOD in merimen for your reference.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Monday, August 30, 2021 11:39 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: AIG ref: #7111138334SG003#027# | | Accident between SME 1155 A and SKE 3068 D on 23 May 2021

Hi Jaslin,

I would like to follow up with your procedure of the steps taken for the non-reporting by OI.

Have you (send letter to report, traffic Police letter and 2 reminders)?

This is to ensure all reminders are sent out before we can proceed to repudiate.

Secondly, is the LOD provided by the Third Party? If so, please upload it into Merimen to lock down the claim amount.

Otherwise, can you drop them a short email to request for the document, so that in case OI colludes with the TP, we have an original amount that we can reference to prevent escalated claim amount.

Regards

Jeremy Goh

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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Jeremy.goh@aig.com | www.AIG.com.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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, August 30, 2021 11:21 AM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

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

Subject: [EXTERNAL] Re: AIG ref: #7111138334SG003#027# | | Accident between SME 1155 A and SKE 3068 D on 23 May 2021

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

Dear Jeremy

Noted! We shall wait for your instructions to proceed.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Friday, August 27, 2021 5:23 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG ref: #7111138334SG003#027# | | Accident between SME 1155 A and SKE 3068 D on 23 May 2021

Hi Jaslin,

Have you bridge the 2 parties yet?

If not, please hold for now, let us prepare the repudiation letter for non reporting before liaising.

This is to prevent potential collusion among both parties to increase the settlement payout.

Regards

Jeremy Goh

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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Singapore 079120
Tel +(65) 6419 1767
Jeremy.goh@aig.com | www.AIG.com.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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, August 27, 2021 5:04 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: AIG ref: #7111138334SG003#027# | | Accident between SME 1155 A and SKE 3068 D on 23 May 2021

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Dear Jeremy

We have spoken to Ol'S husband (Calvin).

He is very firm that he will not make a report as he does not want insurance to be involved.

We will get workshop to liaise with him personally, as requested from him.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Friday, August 20, 2021 11:59 AM

To: ilyn.wee@gmail.com <ilyn.wee@gmail.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: AIG ref: #7111138334SG003#027# || Accident between SME 1155 A and SKE 3068 D on 23 May 2021

Hi Sir / Mdm

We have received a Third Party property damage claim submitted by the repairer: PRECISE AUTO SERVICE acting for SKE 3068 D against your motor vehicle policy.

Till date despite our reminders, we have yet to receive your accident report. Kindly urgently make your accident report via one of the platforms listed below by 31st Aug 2021 prior to us handling this claim on your behalf:

1. Report through our online portal (<https://www.aig.sg/personal/car-insurance>) (See Attachment 1)
2. Drive your vehicle to one of AIG authorized reporting centre (See Attachment 2)

Please be reminded to attach all relevant documents (i.e. Video Footage, Police Report / Investigation Results, Vehicle Damaged Photos, NRIC, Driving Licence etc) during the process of reporting.

Kindly forward to us any documents that you may receive from the Third Party / Third Party solicitor.

Please reach out to me should you require further clarifications.

Regards

Jeremy Goh

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 1767

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Re: ACCIDENT INVOLVING VEHICLE NO. SKE 3068D AND SME 1155A ON 23 MAY 2021

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Wed 12/1/2021 10:26 AM

To: Precise Auto Service <Support@preciseauto.sg>

WITHOUT PREJUDICE

Dear Arine

Please be inform that our principal repudiated the case.

Please direct the claim to our insured's husband for handling (97894662 - CALVIN)

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Precise Auto Service <Support@preciseauto.sg>

Sent: Tuesday, November 9, 2021 11:37 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: Re: ACCIDENT INVOLVING VEHICLE NO. SKE 3068D AND SME 1155A ON 23 MAY 2021

Dear Jaslin,

We refer to the email and our conversation dated 09/09/2021.

Kindly let us have your reverts with the outcome ASAP.

Thank You.

Best Regards

Arine

On Thu, 9 Sept 2021 at 13:08, Precise Auto Service <Support@preciseauto.sg> wrote:

Dear Ms. Jaslin,

We refer to the email dated 15-06-2021.

Kindly let us have your reverts for this case current status ASAP.

Thank You.

Best Regards
Arine

On Tue, 15 Jun 2021 at 15:50, Precise Auto Service <Support@preciseauto.sg> wrote:

Without Prejudice

Dear Ms. Jaslin

Please refer to our LOD dated 14-06-2021.

Kindly revert ASAP.

Thank you

Best Regards
Yan Hong

--

T : 6745 7367 | **F** : 6841 3390

E : support@preciseauto.sg

W: www.preciseauto.sg

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

Follow us on social media:



<https://www.instagram.com/preciseautosvs/>



<https://www.facebook.com/PreciseAutoService/>

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T : 6745 7367 | **F** : 6841 3390

E : support@preciseauto.sg

W: www.preciseauto.sg

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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