

Asher Sng (LKKAUTO)

From: claims@feida.com.sg
Sent: Tuesday, 16 November 2021 1:21 PM
To: Asher Sng (LKKAUTO)
Subject: Re: CB3111Y ACCIDENT FOOTAGE

Dear Asher,

Please note that we would like to withdraw this accident case.

Thank you.

Regards,
Yoey

On 2021-11-15 16:41, Asher Sng (LKKAUTO) wrote:

> 'WITHOUT PREJUDICE'
> SAVE AS TO COSTS
>
> Hi Yoey,
>
> We refer to the email below.
>
> We are still unable to see our insured vehicle number.
>
> Kindly check if there is any other video to proof is our insured or
> police investigate result.
>
> Please be informed that we are currently deployed to work from home in
> view of the current COVID-19 situation may reach me at 8839 9816 for
> any urgent matters.
>
> Thank You.
>
> Best Regards,
> Asher Sng | Case Handler
> LKK Auto Consultants Pte Ltd
> email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051 Blk 51,
> Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)
>
> 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.
>
> -----Original Message-----
> From: claims@feida.com.sg <claims@feida.com.sg>
> Sent: Monday, 15 November 2021 3:18 PM
> To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
> Subject: CB3111Y ACCIDENT FOOTAGE
>
> Dear Asher,
>

> Please refer to the attached footage as you requested.
>
> Could you send us the 3rd party accident report?
>
> Thank you.
>
> Regards,
> Yoey

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 16 November 2021 4:12 PM
To: Loh, Chee-Heng
Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1
Attachments: Re: CB3111Y ACCIDENT FOOTAGE

Hi Chee Heng,

We refer to the above matter.

Third party claimant inform that they would like to withdrew the claim.

In view on the above we will close off the matter without further bill.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,
Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd
email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

From: Asher Sng (LKKAUTO)
Sent: Friday, 29 October 2021 2:26 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Chee Heng,

We refer to the above matter.

Kindly give me a call to discuss on the case.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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-----Original Message-----

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

Sent: Wednesday, 27 October 2021 11:32 AM

To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

Hi Chee Heng,

Thank you for your email.

Please be informed that Asher is taking over the matter. She will check and get back to you.

Hi Asher,

Kindly assist. CC4/AIG19020300/T1ea3q2-1

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)

-----Original Message-----

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

Sent: Wednesday, 27 October 2021 10:47 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

Hi Jasper,

Kindly let us have an update on the matter.

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.

-----Original Message-----

From: Loh, Chee-Heng
Sent: Tuesday, 5 October 2021 4:51 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

Hi Jasper,

Noted and thanks. We await further update on the case.

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.

-----Original Message-----

From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Tuesday, 5 October 2021 1:42 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: [EXTERNAL] RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

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

Dear Chee Heng,

We manage to talk to OI. OI mention not aware and not liable to this accident. We had forward the video footage from TP to OI for their viewing.

We will update to you once received responses from OI.

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Save the Earth. Print only when necessary.

-----Original Message-----

From: Jasper Chua (LKK Auto)

Sent: September 29, 2021 1:07 PM

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

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

Dear Chee Heng,

There is no any concern/dispute from OI as per our record. LKK reviewed the file on the Jan 2020, OI report not aware of the accident, OI not be cleared since then.

Hope this helps.

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Save the Earth. Print only when necessary.

-----Original Message-----

From: Loh, Chee-Heng [mailto:Chee-Heng.Loh@aig.com]

Sent: September 22, 2021 3:56 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

Hi Jasper,

Is there any concern/dispute raised by insured previously?

Kindly assist to upload all correspondence with insured for our review before we try to reach out to insured at our end.

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 | https://urldefense.proofpoint.com/v2/url?u=http-3A__www.AIG.sg&d=DwIFAw&c=kn4_INW_mBCDHV_xJEVJkg&r=rjs0Gmy6_aGe_ATsklFY_dz02BuB4zzeDw0eRh2pRc&m=wYVellz3YicAQNIODZ64EW0sqWGmRzylbqZaihCotOw&s=fhUJy8W6gMblA18uoafGbNfjUCcxdVI6NFkXk2CQtoS&e=

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-----Original Message-----

From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Wednesday, 22 September 2021 12:54 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Hor, Yinrul <Yinrul.Hor@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>; Low, Xianyu <Xianyu.Low@aig.com>; Teo, Ericweihong <Ericweihong.Teo@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: [EXTERNAL] RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONG RD1 PAYA LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

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

Dear Chee Heng,

We have drop whatapps to OI , requested to call back , but no response from OI till date.

Kindly assist on the matter.

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,
Jasper Chua | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Save the Earth. Print only when necessary.

-----Original Message-----

From: Bryan Ang (LKKAuto)
Sent: September 16, 2021 12:04 PM
To: claims@feida.com.sg; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Hor, Yinrul <Yinrul.Hor@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>; Low, Xianyu <Xianyu.Low@aig.com>; Teo, Ericweihong <Ericweihong.Teo@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA
LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

Hi Jasper

Have you responded to this email? If not, please act on it.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1,
#02-25 | S(408933)

-----Original Message-----

From: claims@feida.com.sg <claims@feida.com.sg>

Sent: Wednesday, 15 September 2021 1:56 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Hor, Yinrul
<Yinrul.Hor@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>; Low, Xianyu <Xianyu.Low@aig.com>; Teo,
Ericweihong <Ericweihong.Teo@aig.com>; Subramaniam, Divyashni <Divyashni.Subramaniam@aig.com>; Hsiao
Tong (LKKAuto) <chewht@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Olivia Lau (LKKAuto)
<olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: 5735767360SG (EXTERNAL) RE: ACCIDENT INVOLVING CB3111Y AND SDW3039B ALONGRD1 PAYA
LEBAR RD ON 05.11.2019 *** LKK REF: CC4/AIG19020300/T1ba3q2-1

Dear All,

Anyone can assist me in this accident case please? As I checking and emailed many times to follow up this accident
case and no one reply me.

Please advise.

Thank you.

Regards,

Yoey

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