

RE: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021 *** LKK REF: CC6/AIG21006658/Apa3

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

Thu 12/8/2021 12:12 AM

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

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

Hi Hsiao Tong

Thank you for following up.

Investigation concluded. Please proceed with normal handling for this matter.

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

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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: Wednesday, 4 August 2021 5:19 pm

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

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

Subject: [EXTERNAL] Re: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021 *** LKK REF: CC6/AIG21006658/Apa3

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

Hi Bennie,

We refer to the above matter.

Kindly advise if investigation is cleared and whether we can proceed DS.

Thank you.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, 1 July 2021 10:19 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021 ***
LKK REF: CC6/AIG21006658/Apa3

Hi Hsiao Tong

Received with thanks.

Will keep you posted once investigation concluded.

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 1 July 2021 11:09 am
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021 *** LKK REF: CC6/AIG21006658/Apa3

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Hi Bennie,

Further to our below email.

OI has submitted a copy of police report for reference.

Kindly let us have your instruction once investigation is cleared.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte LtdPhone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Sent:** Tuesday, 29 June 2021 8:43 AM**To:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** Re: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021 ***

LKK REF: CC6/AIG21006658/Apa3

Hi Bennie,

We attached here with a copy of OID S Pass & DL as requested. Insured has no video footage.

Kindly advise if we may proceed DS. Thank you.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>**Sent:** Friday, 18 June 2021 1:23 PM**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** RE: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021 ***

LKK REF: CC6/AIG21006658/Apa3

Hi Hsiao Tong

Further to my email below.

Please be informed matter been escalated for further investigation. Do reframe from proceeding on any Direct Settlement at this juncture.

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

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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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 18 June 2021 12:43 pm
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021 *** LKK REF: CC6/AIG21006658/Apa3

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Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi HT,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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.

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]
Sent: Friday, 18 June 2021 12:05 AM
To: Admin A <admin-a@lkkauto.com>
Subject: AIG REF: 5550324478SG-003 || Case Assignment TP - GBF7468H / SMZ5139K - 10/06/2021

Hi LKK Team

Reference to above.

During your engagement, please request for insured driver's employment pass, driving licence and any video on said vehicle.

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

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