

Hsiao Tong (LKKAUTO)

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Wednesday, 13 October 2021 3:17 PM
To: Hsiao Tong (LKKAUTO)
Cc: Boyogan, Joane
Subject: RE: AIG Ref: #8461113677SG003#027# // LKK REF : CC4/AIG21006663/Ups3

Hi Hsiao Tong,

We have consulted internally.

Please send out to Insured the last 7 day notice email and cc both of us in the loop.

If Insured still has not made the GIA report, then we might repudiate the matter and redirect the claim to insured to handle.

Do emphasize that if OI **does not** make the GIA report, all the cost of the TP claimant will be redirected to him, PD and BI included.

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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Thursday, October 7, 2021 11:45 AM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] AIG Ref: 8461113677SG // LKK REF : CC4/AIG21006663/Ups3

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

Dear Jeremy,

We refer to the above matter.

We have followed up with insured on accident reporting via phone call/letter/email. However, till date, our insured has yet lodged the GIA report. We have uploaded all the non-reporting letter/ email in Merimen for your perusal.

In view of the above, Kindly advise if AIG will repudiate the claim or else advise further 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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 23 June 2021 5:32 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Fw: - RE: Ref No. CLM566887, Claims, Auto Insurance, 2100283240 [ref:_00D2w3JvT7._5002wLAskW:ref] - 8461113677SG LKK REF : CC4/AIG21006663/Ups3

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 Hsiao Tong,

FYNA, CC4/AIG21006663/Ups3

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

****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

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Wednesday, June 23, 2021 5:15 PM
To: Admin A <admin-a@lkkauto.com>
Subject: FW: - RE: Ref No. CLM566887, Claims, Auto Insurance, 2100283240 [ref:_00D2w3JvT7._5002wLAskW:ref] - 8461113677SG

Dear LKK team,

Attached the OI Traffic Police Report.

Do continue to engage OI to make the official GIA report for this case.

Ensure that TP has the proper GIA reports as well, we noted that TP has not yet file the report and liability could be against TP.

Regards

Jeremy Goh

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

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Singapore 079120
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Jeremy.goh@aig.com | www.AIG.com.sg

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From: Paramchand, Varsha <Varsha.Paramchand@aig.com>
Sent: Wednesday, June 23, 2021 5:03 PM
To: Goh, Jeremy <Jeremy.Goh@aig.com>
Cc: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Tan, Grace <Grace.Tan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>
Subject: FW: aigencrypt - RE: Ref No. CLM566887, Claims, Auto Insurance, 2100283240 [ref:_00D2w3JvT7._5002wLAskW:ref] - 8461113677SG

Hi Jeremy,

Insd submitted attached police report. FYI.

Rgds,

Varsha

From: AIG SGP, CCU Referral
Sent: Wednesday, June 23, 2021 5:01 PM
To: sivam@singtekgroup.com.sg
Cc: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>
Subject: RE: aigencrypt - RE: Ref No. CLM566887, Claims, Auto Insurance, 2100283240 [ref:_00D2w3JvT7._5002wLAskW:ref] - 8461113677SG

Dear Sir,

We noted you have not lodged an accident report as yet. Kindly proceed to any of our AIG authorized workshops to lodge accident reporting.

Thank you.

Varsha Paramchand

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

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From: AIG SGP, CCU Referral

Sent: Wednesday, June 23, 2021 4:56 PM

To: sivam@singtekgroup.com.sg

Cc: AIG SGP, CCU Referral <AIGSGPCCUReferral@aig.com>

Subject: aigencrypt - RE: Ref No. CLM566887, Claims, Auto Insurance, 2100283240

[ref:_00D2w3JvT7._5002wLAskW:ref] - 8461113677SG

Dear Valued Customers / Partners,

Thank you for contacting AIG Singapore. Your enquiry has been received and a customer service representative will contact you within five to seven working days.

In view of the developing COVID-19 situation in Singapore, we seek your patience and understanding should there be any delay in our response to your query. We remain committed to serving our customers during this time.

As a precautionary measure, in line with the latest government advisories, we are closing our Customer Service Centre from 6 April 2020 until further notice and seek your co-operation in limiting face-to-face appointments. Alternatively, you can contact us on 6419 3000 from 9.00am – 5.00pm, Monday to Friday, excluding Public Holidays.

We thank you for your patience and understanding during this time. Please stay well and keep safe.

Varsha Paramchand

AIG

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

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----- Forwarded Message -----

From: [do_not_reply@aig.com]

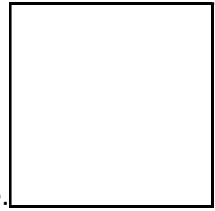
Sent: 23/6/2021, 11:47 am

To: claims.aigsgp@aig.com

Subject: Ref No. CLM566887, Claims, Auto Insurance, 2100283240

Customer Name: SINGTEK MARINE AND INDUSTRIAL ENGINEERING PTE LTD NRIC/Passport No.: 200617583Z Policy No.: 2100283240 Mobile No.: 97460197 Telephone No.: Emails: sivam@singtekgroup.com.sg Address: Postal Code: Policy Type: Auto Insurance Product Name: Nature of Query: Claims Details: Dear Sir/ Madam, pls Find the Report of Traffic Accident happened on 30/05/2021. As per our Driver information, the accident caused by motorist of JNR5466. At the time of Accident, Traffic Police came and investigated the Accident. We didnt get any summon from them. Pls kindly look into our Poilce Report that showed our position in that accident. If needed any clarification, Pls call us HP 97460197 at any time. Thanking you, Yours Faithfully, Perumal Sivam, Singtek Marine and Industrial Engineering Pte Ltd. Attachments: File1: T:\Reports\AWF\attachment\23620211147_LORRY GBC 3257S ACCIDENT POLICE REPORT.pdf 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 American International Group, Inc. or its subsidiaries

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