

## Mei Kwan (LKKAuto)

**From:** Mei Kwan (LKKAuto)  
**Sent:** Monday, 14 March, 2022 1:49 PM  
**To:** Md Noor, Norsiah  
**Cc:** Admin A  
**Subject:** RE: OC : 2828445073SG policy : 2100432705 \*\*\* LKK REF: CC4/AIG21007080/ra3

Dear Norsiah,






We refer to the above matter.

In view of non-development/ no survey done for this case, we will proceed to temporarily close this outstanding claim file without billing to your good office.

Kindly advise us if there is any arrangement made and will be glad to reopen the case accordingly.

We will bill Merimen fee \$11.77 only for this case.

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	28 Jun 2021 14:18	Clm Dtl Modified	Claimant's Name: -> LAM CHOON VOON.	[A] HOW MEI KWAN
2	28 Jun 2021 14:18	Clm Veh Model Changed	(205158) KIA CERATO 1.6 (A).	[A] HOW MEI KWAN
3	28 Jun 2021 14:18	Clm Created	Reg No: SLS2938P, Acct Date: 2021/05/15, Claim Type: TP, Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ), Workshop: Soon Seng Company (sg) Pte Ltd (HQ)	[A] HOW MEI KWAN
4	28 Jun 2021 14:18	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	28 Jun 2021 14:18	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/07/07	[A] HOW MEI KWAN
6	28 Jun 2021 14:18	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	28 Jun 2021 14:18	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	28 Jun 2021 14:18	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	28 Jun 2021 14:18	Assignment 1st Accessed		[A] HOW MEI KWAN
10	28 Jun 2021 14:18	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] HOW MEI KWAN

Date From    Date To    Audit Type  

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2705011	29 Jun 2021 14:45:21	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SLS2938P	SKW8145	11.00

Thank you.

Best Regards,

Mei Kwan | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Friday, 3 September, 2021 2:29 PM

**To:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: OC : 2828445073SG policy : 2100432705 \*\*\* LKK REF: CC4/AIG21007080/ra3

Dear Norsiah

We have contacted OI yesterday.

OI mentioned that he has texted TP, and in the text, TP admitted OI did not encroached to her lane, which was inconsistent to her report.

OI have counter claim against TP but not yet settle.

We attached the screenshot conversation between OI & TP for your reference.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>

**Sent:** Friday, September 3, 2021 2:06 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** RE: OC : 2828445073SG policy : 2100432705 \*\*\* LKK REF: CC4/AIG21007080/ra3

Dear Jaslin,

Any update on this matter.

Pease upload the photographs and other relevant documents in Merimen.

Thank you

**Norsiah MdNoor**

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 1606  
[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com) | [www.AIG.sg](http://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.*

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, September 2, 2021 1:45 PM  
**To:** Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Tan, Grace <[Grace.Tan@aig.com](mailto:Grace.Tan@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: OC : 2828445073SG policy : 2100432705 \*\*\* LKK REF: CC4/AIG21007080/ra3

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

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 Jaslin,**

**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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Rumli, Sharizah [<mailto:Sharizah.Rumli@aig.com>]  
**Sent:** Thursday, September 2, 2021 9:18 AM  
**To:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Tan, Grace <[Grace.Tan@aig.com](mailto:Grace.Tan@aig.com)>  
**Subject:** OC : 2828445073SG policy : 2100432705

Hi Lkk,

Kindly assist to ctc insd and refer call ctr note.

Thanks

**Call ctr note :-**

Dear Claims,

OI would like to speak to the officer he spoke to 1-2 months ago regarding 2828445073SG.

OI said he didn't hear from us anymore and why LOB is still both parties AF.

Contact# 96709630

Thank you

**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](http://www.aig.sg)

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