

Mei Kwan (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Thursday, 17 March, 2022 4:26 PM
To: Md Noor, Norsiah
Cc: Admin A; Accounts (LKKAUTO)
Subject: RE: OC : 2828445073SG policy : 2100432705 *** LKK REF: CC4/AIG21007080/ra3
Attachments: AIG_LKKInvoice1_AC2201523.pdf

Dear Norsiah,

Enclosed our invoice for your perusal.

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: Mei Kwan (LKKAUTO)
Sent: Monday, 14 March, 2022 1:49 PM
To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
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,Reinspr: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 | fax: 67414108

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

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

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

To: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Cc: Admin A <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 | fax: 6741 4108

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

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Friday, September 3, 2021 2:06 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <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 | 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.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, September 2, 2021 1:45 PM
To: Rumli, Sharizah <Sharizah.Rumli@aig.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <Grace.Tan@aig.com>; Admin A <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 | 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>; Admin A <admin-a@lkkauto.com>

Cc: Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Tan, Grace <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

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