

Cecilia Chong (LKK Auto)

From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Sent: Wednesday, 13 October 2021 10:54 AM
To: Cecilia Chong (LKK Auto)
Subject: RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T /
DOA: 11/07/2021 15:00 - :59

Cecilia,

If as per B27, it should be 100% against TP right?

Kind Regards,
Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

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 1917
saliha.syed-yusoff@aig.com | www.AIG.sg

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From: Syed-Yusoff, Saliha
Sent: Friday, September 10, 2021 4:49 PM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

Dear Cecilia,

Please proceed as per BOLA 27.

Kind Regards,
Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

Senior Complex Claims Examiner – Auto Property Damage Claims
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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Wednesday, September 8, 2021 3:04 PM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: [EXTERNAL] RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

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Dear Saliha,

We have contacted OI but to no Avail on the extended VF.

Have drop a 3 days email to OI to revert on the extended VF as TP is chasing for liability.

However, based on the video footage that we got on hand, we are in the view that TP rear ended OI.

In view of above, kindly let us have your further instruction/approval.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Wednesday, 18 August 2021 5:06 PM

To: 'Syed-Yusoff, Saliha' <Saliha.Syed-Yusoff@aig.com>

Subject: RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

Dear Saliha,

Any update?

Awaiting for your favourable reply to settle this matter at best.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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From: Cecilia Chong (LKK Auto)

Sent: Friday, 6 August 2021 5:21 PM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

Dear Saliha,

Sure many thanks.

Appreciate a lot.

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,

Cecilia Chong | Case Handler

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From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Friday, 6 August 2021 5:16 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

Dear Cecilia,

Let me reach out to IT dept and see if they can help to download.

Kind Regards,
Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

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

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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Thursday, August 5, 2021 1:27 PM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: [EXTERNAL] RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

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Dear Saliha,

I have tried to edit and resize but still not able to upload into merimen due to file size limit. Not able to cut further as will missed the conversation between TP and OI.

Kindly advice alternative way to provide VF to you.

Many 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,

Cecilia Chong | Case Handler

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From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Wednesday, 4 August 2021 6:15 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

Dear Cecilia,

Please note that we are unable to download any AVF from external link due to IT policy.

You may want to use online VF editor to resize and upload it in merimen.

Kind Regards,
Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Wednesday, August 4, 2021 5:09 PM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: [EXTERNAL] RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

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Dear Saliha,

TP does not have video. But only video recording. Due to the file size limit. I am not able to upload into merimen.

Attached is a copy of TP recording video.

Kindly let us have your instruction to settle at best thereafter.

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,

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Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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From: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Sent: Thursday, 29 July 2021 5:41 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: RE: YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

Dear Cecilia,

Please get AVF from TP since driver alleged our insured of cutting in abruptly.

Also, please ask OI for extended VF prior collision for us to establish the circumstances leading to accident.

Kind Regards,

Saliha

Advanced Leave Notification:

Saliha Syed Yusoff (Ms)

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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Tuesday, July 27, 2021 10:08 AM

To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>

Subject: [EXTERNAL] YOUR REF: TP / 5263679272SG - TPV: SJZ8544P / OIV: SBQ2383T / DOA: 11/07/2021 15:00 - :59

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Dear Saliha,

Based on OI video, TP has rear ended OI instead.

Kindly let us have your approval / instruction to reject TP claim.

Thanks

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | **email:** CeciliaChong@lkkauto.com | **fax:** 6741-4108

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