

Re: Claim Notification - ACCIDENT INVOLVING SLW 7122Y(AIG) AND SMD 9649U AT/ALONG INSTITUTE OF MENTAL HEALTH ON 26/07/2021

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

Fri 6/8/2021 5:13 PM

To: Myron Quey <myronquey@gmail.com>

Cc: JOOHIONG@HOTMAIL.COM <JOOHIONG@HOTMAIL.COM>

Hi Mr Myron,

Thank you for picking up my call.

As mentioned, for third party claim to be settled and closed, it may take 2-4months as third party needs to submit all the necessary documents for us to process. AIG will officailly inform the policyholder once the case has been settled and closed.

As for you Own Car damages claim, you may check with your repairer/ AIG for further clarification.

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: Myron Quey <myronquey@gmail.com>

Sent: Thursday, 5 August 2021 8:21 PM

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

Subject: Re: Claim Notification - ACCIDENT INVOLVING SLW 7122Y(AIG) AND SMD 9649U AT/ALONG INSTITUTE OF MENTAL HEALTH ON 26/07/2021

Hi Hsiao Tong,

Thank you for the email. However the first email address is misspelt. It should be JOOHIONG@HOTMAIL.COM.

Also, may I know the time frame for when the settlement will be approved?

Thanks!

Myron

On Wed, Aug 4, 2021 at 1:20 PM Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

04 Aug 2021

Mr Quey Joo Hiong

[By Email Only]

Driver: Myron Quey.

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Dear Sir/Madam,

You Ref: SLW7122Y

Our Ref: CC6/AIG21008031/Apa3

ACCIDENT INVOLVING SLW 7122Y(AIG) AND SMD 9649U AT/ALONG INSTITUTE OF MENTAL HEALTH ON 26/07/2021

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SMD9649U against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Thank you.

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Best Regards,

Hsiao Tong, Chew | Case Handler

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