

RE: Case Assignment TP - SHA3695A - 21/08/2021 -LKK Ref: CC4/AIG21008814/pa3

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

Thu 9/9/2021 4:52 PM

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

Dear HT,

We concur with your assessment. Please maintain rejection.

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

Sent: Tuesday, September 7, 2021 11:25 AM

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

Subject: [EXTERNAL] Re: Case Assignment TP - SHA3695A - 21/08/2021 -LKK Ref: CC4/AIG21008814/pa3

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Hi Saliha,

Please be informed that third party disagreed on our rejection. Third party submitted a copy of rear video footage to show that our driver changed lane and squeezed to overtake taxi.

We are of the view that the accident was caused by negligent of third party driver as third party driver was making a sudden right turn without any signal on the 2nd lane(lane for going straight only).

We suggest maintaining rejection.

Kindly let us have your comments/instruction.

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: Hsiao Tong (LKKAuto)

Sent: Tuesday, 24 August 2021 2:49 pm

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Case Assignment TP - SHA3695A - 21/08/2021 -LKK Ref: CC4/AIG21008814/pa3

Hi Saliha,

Contents noted.

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

Sent: Tuesday, 24 August 2021 2:41 PM

To: CS A Team <cs-a@lkkauto.com>

Subject: FW: Case Assignment TP - SHA3695A - 21/08/2021 -

Dear Team,

I have uploaded AVF from OI car-camera.

You have my mandate to proceed with rejection based on B15.

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: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Monday, August 23, 2021 2:40 PM
To: Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>
Subject: [EXTERNAL] Case Assignment TP - SHA3695A - 21/08/2021 -

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This mail is associated with :
***SHA3695A (9224120748SG)**
[SLV5078K]
TP
COMFORT TRANSPORTATION PTE LTD
Aug 21 2021 8:00AM

ComfortDelGro Engineering Pte Ltd

Dear Syed-Yusoff, Saliha,

Please note that a claim has been assigned to you for handling in Merimen. For your action and follow up

please.

This is an auto-generated email. Do not reply to this email.

Sent by : Merimen Administrator (MERIMEN TECHNOLOGIES (SINGAPORE) PTE. LTD.)

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Re: [Rejection] - Your Ref: SHA3695A //LKK Ref: CC4/AIG21008814/Gpa3 [ACCIDENT INVOLVING SLV 5078K(AIG) AND SHA 3695A ON 21/08/2021]

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

Fri 10/9/2021 2:30 PM

To: Jim Wong See Pah <jimwong@cdge.com.sg>

Without Prejudice

Dear Sirs/Mdm,

Thank you for your video.

We have reviewed the matter and we regret to inform you that we maintain rejection. Your client was making a sudden right turn without any signal on the 2nd lane(lane for going straight only) and collided with our insured who was driving on the most right lane.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Jim Wong See Pah <jimwong@cdge.com.sg>

Sent: Friday, 3 September 2021 3:04 pm

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

Subject: Re: [Rejection] - Your Ref: SHA3695A //LKK Ref: CC4/AIG21008814/Gpa3 [ACCIDENT INVOLVING SLV 5078K(AIG) AND SHA 3695A ON 21/08/2021]

Dear Ms Chew

Your client changed lane and squeezed to overtake taxi. Please refer the attached rear view video footage of long verion and review and revise further.

"The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party."

Thank you.

Best Regards

Jim Wong

Claims Dept / ComfortDelgro Engineering Pte Ltd

Do you really need to print?
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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, 3 September 2021 2:06 PM

To: Jim Wong See Pah <jimwong@cdge.com.sg>

Subject: [Rejection] - Your Ref: SHA3695A //LKK Ref: CC4/AIG21008814/Gpa3 [ACCIDENT INVOLVING SLV 5078K(AIG) AND SHA 3695A ON 21/08/2021]

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Your Ref: **SHA3695A**

Without Prejudice

LKK Ref: CC4/AIG21008814/Gpa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLV 5078K(AIG) AND SHA 3695A ON 21/08/2021

We refer to the above matter.

Attached is a copy of our insured accident report and video for your easy reference. It shows that your client suddenly change lane and collided with our insured.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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

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