

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Thursday, 10 February 2022 1:24 pm  
**To:** horrible@ymail.com  
**Subject:** <STANDARD NOTIFICATION LETTER> OUR REF: CC4/AIG21009762/Ega3 \*\*\* ACCIDENT INVOLVING SJZ 7799C & CB 7359Z ON 16/09/2021 \*\*\*

**Importance:** High

Our Ref: CC4/AIG21009762/Ega3

10 FEBRUARY 2022

**Tan Yang-Hon Terence**

Dear Sir/Madam,

### **ACCIDENT INVOLVING SJZ 7799C & CB 7359Z ON 16/09/2021**

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (AIG Asia Pacific Insurance Pte Ltd.) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

This is to inform you that we received a Third Party Claim from **CB 7359Z**.

Based on the accident report and accident scenario, liability is down against us. 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 3 days** from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) 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.

Please call us if you have further queries.

c.c AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

**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.**

## ***"Wishing You Happiness & Prosperity Chinese New Year 2022"***



Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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



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## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	18 Sep 2021 17:54	<b>Clm Dtl Modified</b>	Claimant's Name: -> LONGLIM PTE LTD.	[A] HOW MEI KWAN
2	18 Sep 2021 17:54	<b>Clm Veh Model Changed</b>	(201385) NISSAN URVAN 3.0 D (M).	[A] HOW MEI KWAN
3	18 Sep 2021 17:54	<b>Clm Created</b>	Reg No: CB7359Z. Acct Date: 2021/09/16. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Connect3 (HQ)	[A] HOW MEI KWAN
4	18 Sep 2021 17:54	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	18 Sep 2021 17:54	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/09/28	[A] HOW MEI KWAN
6	18 Sep 2021 17:54	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	18 Sep 2021 17:54	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. L td. (Express)	[A] Merimen Administrator
8	18 Sep 2021 17:54	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	18 Sep 2021 17:55	<b>Label Added</b>	(19):Fastlane.	[A] HOW MEI KWAN
10	18 Sep 2021 17:55	<b>Adj Adjuster Assigned</b>	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
11	27 Sep 2021 09:48	<b>Clm Registration Modified</b>	Acct Time:15:00:00->14:00:00.	[I] AIG OneClaim Integration User
12	14 Feb 2022 17:15	<b>Adj Mandate Request</b>	Cur.Req:0.00:HI, OI VIDEO UPLOADED. WE ARE IN THE VIEW LIABILITY DOWN AGAINST TP AS TP ENCORACHED INTO OI LANE. FOR YOUR APPROVAL TO REJECT TP CLAIM. THANKS	[A] Chong Pui Lin
13	15 Feb 2022 15:31	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
14	02 Mar 2022 12:33	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
15	02 Mar 2022 12:35	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/09/28. Mandate Remarks: Dear Cecilia, Kindly upload LOD in Merimen	[I] MdNoor, Norsiah
16	02 Mar 2022 12:35	<b>Adj Mandate Set</b>	Approved:0.00:Dear Cecilia, Kindly upload LOD in Merimen	[I] MdNoor, Norsiah
17	09 Mar 2022 15:57	<b>Adj Mandate Request</b>	Cur.Req:0.00:Dear Norsiah COR yet to finalise, as TP pending for liability. Therefore no LOD yet. Please let us have your instruction/approval to reject TP claim once again. Thanks	[A] Chong Pui Lin
18	30 Mar 2022 08:27	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt. Cur Due Date:2021/09/28. Mandate Remarks: Dear Cecilia, Kindly upload LOD in Merimen	[I] MdNoor, Norsiah
19	30 Mar 2022 08:27	<b>Adj Mandate Set</b>	Approved:0.00:Dear Cecilia, Kindly upload LOD in Merimen	[I] MdNoor, Norsiah
20	11 Apr 2022 13:42	<b>Adj Mandate Request</b>	Cur.Req:0.00:Hi, we did not receive LOD form TP. We will proceed to close the case at our end. Thanks	[A] Chong Pui Lin

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
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2726106	18 Sep 2021 18:00:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	CB7359Z	SJZ7799C	11.00
2765673	14 Feb 2022 17:13:57	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	CB7359Z	Chong Pui Lin	xx.xx

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, 11 April 2022 1:49 pm  
**To:** Winnie Chai  
**Subject:** YOUR REF; CB 7359Z (OUR REF: CC4/AIG21009762/Ega3) \*\*\* ACCIDENT INVOLVING SJZ 7799C & CB 7359Z ON 16/09/2021 \*\*\*  
**Attachments:** OI VIDEO.mp4

WITHOUT PREJUDICE

Hi Winnie,

Attached is a copy of Our insured video footage.

Based on the video footage, your client has encroached into our insured lane.

In view of above, we have our principal instruction to deny liability and not able to look into this matter.

Thanks

“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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

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