

Jaslin Kok (LKK Auto)

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Thursday, 28 October 2021 9:36 AM
To: Jaslin Kok (LKK Auto)
Cc: Admin A
Subject: RE: 1482010155SG LKK REF : CC6/AIG21009814/ra3 URGENT

Hi Jaslin,

Kindly assist to upload PRI report for our handling. We have received LOD from TP lawyer.

Thank you.

Loh Chee Heng

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 1881
Chee-Heng.Loh@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: Loh, Chee-Heng
Sent: Thursday, 21 October 2021 3:11 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 1482010155SG LKK REF : CC6/AIG21009814/ra3

Hi Jaslin,

TP lawyer had submitted repair bill from Yeow Koon Motor Spray Painting with TP's survey report.

You may wish to verify if Modern Automotive whether their client had withdrawn from them. If Modern Automotive is still handling TP's claim, kindly keep us updated.

Noted that survey has been conducted at Yeow Koon Motor. Kindly assist to upload survey report for our handling.

Thank you.

Loh Chee Heng

Senior Complex Claims Examiner – Auto Property Damage Claims
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Chee-Heng.Loh@aig.com | www.AIG.sg

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, 21 October 2021 2:52 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: 1482010155SG LKK REF : CC6/AIG21009814/ra3

This message is from an external sender; be cautious with links and attachments.

Dear Chee Heng

Please be informed that Modern Automotive is doing direct settlement with us.

Workshop informed PIR not yet available. We shall inform once receive.

Survey conducted at previous workshop (Yeow Koon Motor Spray Painting)

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: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Thursday, October 21, 2021 2:13 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 1482010155SG LKK REF : CC6/AIG21009814/ra3

Hi Jaslin,

We have received PD LOD from TP lawyer.

Kindly advise if any survey conducted and upload PRI report soonest, if any, for our handling.

Thank you.

Loh Chee Heng
Senior Complex Claims Examiner – Auto Property Damage Claims
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AIG Building
78 Shenton Way, Level 10
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Chee-Heng.Loh@aig.com | www.AIG.sg

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From: Loh, Chee-Heng
Sent: Thursday, 7 October 2021 9:05 AM
To: 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>
Subject: RE: 1482010155SG LKK REF : CC6/AIG21009814/ra3

Hi Jaslin,

Kindly assist to update if Modern Automotive is doing direct settlement with us.

If so, kindly change the Merimen tag to Fastlane.

Thank you.

Loh Chee Heng
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 1881
Chee-Heng.Loh@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: Loh, Chee-Heng
Sent: Monday, 4 October 2021 3:07 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 1482010155SG LKK REF : CC6/AIG21009814/ra3

Hi Jaslin,

Noted that Modern Auto is under ARC of Lonpac. Since Modern Auto is an ARC, they are unable to use lawyer to pursue PD claim against insurers.

Kindly assist to talk to Modern Auto to revert to direct settlement. Afterwhich, you may handle the claim under Fastlane.

Please keep us updated of the outcome.

Thank you.

Loh Chee Heng
Senior Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd

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78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1881
Chee-Heng.Loh@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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, 30 September 2021 12:02 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: 1482010155SG LKK REF : CC6/AIG21009814/ra3

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Dear Chee Heng

We have check with Modern Workshop.

TP decided to go back to Modern as he did his reporting there and also it is under Lonpac authorized listing.

Kindly advise if we should proceed to send LOI to OI.

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: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Thursday, September 23, 2021 2:50 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 1482010155SG LKK REF : CC6/AIG21009814/ra3

Hi Jaslin,

I have spoken to the TP lawfirm.

They informed that the PRI is not from Modern Automotive. It appears that TP changed workshop.

Kindly assist to find out from Modern Automotive if TP changed workshop and the reason.

Thank you.

Loh Chee Heng

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 1881
Chee-Heng.Loh@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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 23 September 2021 11:39 AM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>
Subject: [EXTERNAL] Fw: 1482010155SG aigencrypt LKK REF : CC6/AIG21009814/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,

FYNA, CC6/AIG21009814/ra3

To check availability of the case handler, you may contact the undersigned.

****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.***

Thank you.

Best Regards,

LKK Auto Consultants Pte Ltd

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Thursday, September 23, 2021 11:35 AM
To: Admin A <admin-a@lkkauto.com>; Mohd Rizal, Nur Mariah Huibrechts
<NurMariahHuibrechts.MohdRizal@aig.com>; Parthiban, Theerthan <Theerthan.Parthiban@aig.com>
Subject: 1482010155SG aigencrypt

Hi LKK,

We have received PRI notice from TP lawyer. Did the TP changed workshop?

Kindly assist to revert asap.

Hi Mariah & Troy,

Received attached PRI notice from CCU escalation. Does FNOL received the same from the TP lawyer?

LKK is handling TPPD claim via Fastlane, not sure if TP change workshop.

Thank you.

Loh Chee Heng
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