

Veron Chen (LKKAuto)

From: Hor, Yinrul <Yinrul.Hor@aig.com>
Sent: Thursday, 14 October 2021 9:41 AM
To: Veron Chen (LKKAuto); 'Norazima Khairuddin'; claims@premiumauto.com.sg
Cc: Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban; Admin A; SUR
Subject: RE: aigencrypt OD / 3693865279SG / SLF6888S - Final Excess

Hi Veron,

Claim has been pushed to the next status in Merimen.
Kindly assist to check.

Thanks & Regards,

Hor Yin Rul (Viviane)
AIG

FNOL Adjuster I
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1002208
Yinrul.Hor@aig.com | www.aig.sg

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Thursday, October 14, 2021 8:52 AM
To: Hor, Yinrul <Yinrul.Hor@aig.com>; 'Norazima Khairuddin' <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg
Cc: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: aigencrypt OD / 3693865279SG / SLF6888S - Final Excess

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

Dear YinRul,

Merimen still under pending mandate request.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Hor, Yinrul [<mailto:Yinrul.Hor@aig.com>]
Sent: Thursday, 14 October 2021 8:47 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; 'Norazima Khairuddin' <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg
Cc: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: aigencrypt OD / 3693865279SG / SLF6888S - Final Excess

Hi Veron,

As my email reply below on 13/10/2021 5:35pm, claim has been authorized.

Claim adjudicated based on current material facts, we reserve our rights to handle the case if deemed appropriate as and when new material facts arise or there is any incoming third party claim against insured's policy.

Thanks & Regards,

Hor Yin Rul (Viviane)

AIG

FNOL Adjuster I
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1002208
Yinrul.Hor@aig.com | www.aig.sg

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Thursday, October 14, 2021 8:43 AM
To: Hor, Yinrul <Yinrul.Hor@aig.com>; 'Norazima Khairuddin' <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg
Cc: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: aigencrypt OD / 3693865279SG / SLF6888S - Final Excess

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

Dear Yin Rul,

Kindly assist on approval as repairer is chasing.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

From: Hor, Yinrul [<mailto:Yinrul.Hor@aig.com>]
Sent: Wednesday, 13 October 2021 5:35 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; 'Norazima Khairuddin' <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg
Cc: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: aigencrypt OD / 3693865279SG / SLF6888S - Final Excess

Hi Veron/Zoey,

Noted on below with thanks.
Be informed that coverage has been confirmed.
Final excess at \$1000.

Claim adjudicated based on current material facts, we reserve our rights to handle the case if deemed appropriate as and when new material facts arise or there is any incoming third party claim against insured's policy.

Thanks & Regards,

Hor Yin Rul (Viviane)

AIG

FNOL Adjuster I
Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1002208
Yinrul.Hor@aig.com | www.aig.sg

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, October 13, 2021 4:52 PM
To: Hor, Yinrul <Yinrul.Hor@aig.com>; 'Norazima Khairuddin' <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg
Cc: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: [EXTERNAL] RE: aigencrypt OD / 3693865279SG / SLF6888S - Advise Reason on Late Reporting and Amend Reporting Date in Undertaking Letter

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

Dear Yin Rul,

Please see reply from Premium Automobile.



Wed 13/10/2021 4:46 PM

Claims <claims@premiumauto.com.sg>

RE: OWN DAMAGED CLAIM FOR VEHICLE SLF 6888 S DOA 04/10/21

To Veron Chen (LKKAuto); Admin-D (LKKAuto); ☒ Admin A; ☒ SUR

Cc claims@premiumauto.com.sg

Dear Veron,

I have check with the customer he said he was tied up with work and overlook. He came to us on 7/10/2021 at 5 pm
Therefore, we are only able to retrieve the CI the following day and submit GIA on 8/10/2021.

Thank you

Best Regards,

Zoey Kum

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Hor, Yinrul [<mailto:Yinrul.Hor@aig.com>]

Sent: Tuesday, 12 October 2021 3:16 PM

To: 'Norazima Khairuddin' <nora.khai@premiumauto.com.sg>; claims@premiumauto.com.sg

Cc: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: aigencrypt OD / 3693865279SG / SLF6888S - Advise Reason on Late Reporting and Amend Reporting Date in Undertaking Letter

Importance: High

Dear Nora/team,

We refer to the above OD claim.

Kindly advise the reason accident reporting done after 4 days from accident.

In addition, kindly confirm the reporting date in undertaking letter and do necessary amendment.

ACCIDENT STATEMENT

Date of Submission	08/10/2021 10:02 (SGT)
Date of Accident	04/10/2021 10:00 (SGT)
Exact Location of Accident	6 Tanah Merah Kechil Link, Singapore 465419
Additional Location Information	URBAN VISTA
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number SLF6888S

UNDERTAKING

I, CHIEW SIN WAH, (NRIC No.), hereby confirm that the Singapore Accident Statement lodged by me on 7 Oct 2021 at 1705 hours pertaining to the accident involving motor car Reg. No: SLF 6888S, in which I was the driver are true and accurate to the best of my knowledge, information and belief.

Thanks & Regards,

Hor Yin Rul (Viviane)

AIG

FNOL Adjuster I

Auto Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel: 8001206556 | Ext: 1002208

Yinrul.Hor@aig.com | www.aig.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you

must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.