

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Wednesday, 17 November 2021 10:03 AM
To: desmondchow@live.com.sg
Cc: Admin A
Subject: ACCIDENT INVOLVING GBK 4325E & SGU 9438T ALONG/AT FERNVALE ROAD BLK 438A ON 01/11/2021

Our Ref: CC4/AIG21011241/Kra3

GOLDBELL LEASING PTE LTD / DHL EXPRESS (S) PTE LTD– BY EMAIL ONLY

[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING GBK 4325E & SGU 9438T ALONG/AT FERNVALE ROAD BLK 438A ON 01/11/2021

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 SGU 9438T against your motor insurance policy.

Both parties involved have given conflict of version. Based on the circumstances of accident and both parties damage profile, there is no conclusive evidence to substantiate either's party's version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Kindly let us have longer version of video footage within the next 7 days i.e. by 22/11/2021.

Please call us if you have further queries.

c.c. *AIG Asia Pacific Insurance Pte Ltd*

(Motor Claims Dept)

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)

Jaslin Kok (LKK Auto)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Thursday, 6 January 2022 4:05 PM
To: Jaslin Kok (LKK Auto)
Cc: Admin A
Subject: RE: Case Assignment TP - GBK4325E / SGU9438T - 01/11/2021 - AIG REF: 1741537929SG-003 *** LKK REF: CC4/AIG21011241/Kra3

Dear Jaslin

Please reject TP claim first.

Best Regards

Bennie Tan

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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, 22 December 2021 12:15 pm
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: Case Assignment TP - GBK4325E / SGU9438T - 01/11/2021 - AIG REF: 1741537929SG-003 ***
LKK REF: CC4/AIG21011241/Kra3

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

Dear Bennie

Please be informed OI do not have any longer video. TP do not have any video as well.

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: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Sent: Tuesday, December 21, 2021 7:17 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Case Assignment TP - GBK4325E / SGU9438T - 01/11/2021 - AIG REF: 1741537929SG-003 *** LKK REF: CC4/AIG21011241/Kra3

Dear Jaslin

Thank you for your email.

Before providing our instruction, any longer version of OI video (1 min before occurrence of accident) for our review and other TP evidences?

Best Regards

Bennie Tan

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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, 21 December 2021 5:37 pm

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] Re: Case Assignment TP - GBK4325E / SGU9438T - 01/11/2021 - AIG REF: 1741537929SG-003 ***
LKK REF: CC4/AIG21011241/Kra3

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

Dear Bennie

We refer to the above matter.

Oi video uploaded in merimen for your reference.

Based on the video, TP was seen to encroached into our insured's lane while turning.

We are of the view that OI is not liable for the accident.

Kindly let us have your instructions/comments

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, November 5, 2021 4:39 PM

To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Case Assignment TP - GBK4325E / SGU9438T - 01/11/2021 - AIG REF: 1741537929SG-003 *** LKK REF: CC4/AIG21011241/Kra3

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,

Kindly assist.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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.

From: Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

Sent: Friday, November 5, 2021 3:11 PM

To: Admin A <admin-a@lkkauto.com>

Subject: Case Assignment TP - GBK4325E / SGU9438T - 01/11/2021 - AIG REF: 1741537929SG-003

Hi LKK Team

Reference to the above matter under your care.

Please engage OI within 5 days of case assignment and to request for supporting evidences from TP and longer version of OI video (1 min before occurrence of accident) for our review. FYI, OI is making TP claim per OI GIA report.

Best Regards

Bennie Tan

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 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

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Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Thursday, 6 January 2022 4:10 PM
To: City Auto IMAP
Cc: Admin A
Subject: RE: Liability for SGU9438T Your ref: GBK4325E (D.O.A: 01/11/2021) *** LKK REF: CC4/AIG21011241/Kra3
Attachments: Video - Accident.MP4

WITHOUT PREJUDICE

Dear Sir / Madam,

Based on our client's video, your client was seen to encroached into our insured's lane while turning.

We are of the view that our insured is not liable for the accident.

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.

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, 21 December 2021 2:26 PM

To: City Auto IMAP <cityauto@singnet.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: Liability for SGU9438T Your ref: GBK4325E (D.O.A: 01/11/2021) *** LKK REF: CC4/AIG21011241/Kra3

Without Prejudice

Dear Sirs/Mdm,

Please be informed that we are currently pending instructions from our principal, shall revert once any updates.

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: City Auto IMAP <cityauto@singnet.com.sg>

Sent: Saturday, December 11, 2021 10:37 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Liability for SGU9438T Your ref: GBK4325E (D.O.A: 01/11/2021) *** LKK REF: CC4/AIG21011241/Kra3

Hi Jaslin,

Kindly let us know what is the liability for this case.

Thank you.

Vronica Law

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate

#01-58/60/62 Singapore 575643

Tel: +65-6453 1235 (6 Line)

Fax: +65-6453 7944

Email: cityauto@singnet.com.sg

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, November 26, 2021 4:17 PM

To: City Auto <cityauto@singnet.com.sg>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Liability for SGU9438T Your ref: GBK4325E (D.O.A: 01/11/2021) *** LKK REF: CC4/AIG21011241/Kra3

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,

Kindly assist.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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.

From: City Auto [<mailto:cityauto@singnet.com.sg>]

Sent: Friday, November 26, 2021 3:35 PM

To: Admin A <admin-a@lkkauto.com>

Subject: Liability for SGU9438T Your ref: GBK4325E (D.O.A: 01/11/2021)

Dear Sir/Mdm,

Please let us know what is the liability for this case.

Kindly check and revert to us.

Thank you.

Best Regards,

Vronica Law

City Auto Pte Ltd
Blk 8 Sin Ming Industrial Estate,
#01-60/62 Sin Ming Road,
Singapore 575643
Tel : 6453 1235
Fax : 6453 7944