

Hsiao Tong (LKKAUTO)

From: Goh, Jeremy <Jeremy.Goh@aig.com>
Sent: Wednesday, 15 February 2023 10:43 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: <Urgent File Review> AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 *** LKK REF: CC4/AIG21011626/Vpa3

Dear LKK,

I make reference to the case above.

Please proceed to close off the file in merimen and submit the invoice for the case.

Should the LOD surface from the TP workshop, we will reopen the file.

However, if the LOD comes from the law firm, we will take back the case.

Regards

Jeremy Goh

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 1767
Jeremy.goh@aig.com | www.AIG.com.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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Sent: Tuesday, January 31, 2023 4:25 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

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

Subject: [EXTERNAL] RE: <Urgent File Review> AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 *** LKK REF: CC4/AIG21011626/Vpa3

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

Hi Jeremy,

No update from third party repairer yet.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Monday, 16 January 2023 3:29 PM

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

Subject: RE: <Urgent File Review> AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 *** LKK REF: CC4/AIG21011626/Vpa3

Hi Hsiao Tong,

Any updates on the PIR for this case?

Hope to hear from you soon.

Regards

Jeremy Goh

Complex Claims Examiner – Auto Property Damage Claims
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78 Shenton Way, Level 10

Singapore 079120

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Jeremy.goh@aig.com | www.AIG.com.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: Goh, Jeremy

Sent: Monday, December 19, 2022 4:18 PM

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

Subject: RE: <Urgent File Review> AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 *** LKK REF: CC4/AIG21011626/Vpa3

Hi Hsiao Tong,

Thanks for the update.

How about Direct Settlement or Lawyer involvement?

On that, will it be with LKK or via lawyers?

We need to be on top of things if there are lawyers involved. If it's a Fastlane case, then it will be a different matter.

Regards

Jeremy Goh

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 1767
Jeremy.goh@aig.com | www.AIG.com.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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, December 19, 2022 3:47 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

Subject: [EXTERNAL] RE: <Urgent File Review> AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 *** LKK REF: CC4/AIG21011626/Vpa3

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Dear Jeremy,

Our last tele-conversation with third party repairer was on 16/06/2022, they are pending for PIR for this matter. No update from third party till date.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Monday, 19 December 2022 2:19 PM

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

Subject: <Urgent File Review> AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 *** LKK REF: CC4/AIG21011626/Vpa3

Dear Hsiao Tong,

I make reference to my email sent on the 8 Nov 2022.

Can I get an update on the case below?

May I know the status of the claim.

Regards

Jeremy Goh

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 1767

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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: Goh, Jeremy

Sent: Tuesday, November 8, 2022 2:12 PM

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

Subject: RE: AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 ***
LKK REF: CC4/AIG21011626/Vpa3

Hi Hsiao Tong,

Any updates to the case?

Is it a Direct settlement or they are going to pursue the case via lawyers?

Regards

Jeremy Goh

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 1767

Jeremy.goh@aig.com | www.AIG.com.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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, June 16, 2022 3:17 PM

To: Goh, Jeremy <Jeremy.Goh@aig.com>

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

Subject: [EXTERNAL] RE: AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 *** LKK REF: CC4/AIG21011626/Vpa3

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Hi Jeremy,

We refer to your below email.

We are pending for evidence/PIR from third party as insured reported that no collision.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

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

Sent: Wednesday, 15 June 2022 10:34 AM

To: Goh, Jeremy <Jeremy.Goh@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021 ***
LKK REF: CC4/AIG21011626/Vpa3

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 HT,

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: Goh, Jeremy <Jeremy.Goh@aig.com>

Sent: Wednesday, 15 June, 2022 9:35 AM

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

Subject: AIG ref: #0744928823SG003#027# || Accident between SKC 3457 A and SJM 865 J on 11 Nov 2021

Hi LKK team,

Can I get an update on the progress for this case?

Is there Direct Settlement for this case?

I noticed in Merimen, it was changed from PRI to Fastlane

regards

Jeremy Goh

Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

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