

Asher Sng (LKKAUTO)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Friday, 11 February 2022 23:16
To: Asher Sng (LKKAUTO)
Cc: Admin A; Tan, Wilson-KL
Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Follow Up Flag: Follow up
Flag Status: Completed

Hi Asher

Having reviewed the submitted height measurement report.

Kindly proceed to reject TP claim since the damages on TP vehicle is unlikely to be caused by OI.

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:

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: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>
Sent: Friday, 4 February 2022 6:39 pm
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Dear Asher

Reference to your email dated 7 January

Kindly advise us on the status of the height measurement report.

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or act on it until appropriate for you.

Wilson Tan

Senior Complex Claims Examiner
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1753
Wilson-KL.Tan@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 AIG for any loss or damage arising in any way from its use.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Friday, January 7, 2022 11:35 AM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Tan, Wilson-KL <Wilson-KL.Tan@aig.com>
Subject: [EXTERNAL] RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) ***
LKK REF: CC3/AIG21012429/Kea3

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

Hi Bennie,

Noted the matter below.

We manage to get the video and scene photo uploaded in merimen.

Spoken to insured and will arrange with him to conduct the height measurement.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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 <Bennie-WZ.Tan@aig.com>

Sent: Friday, 7 January 2022 11:21 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Tan, Wilson-KL <Wilson-KL.Tan@aig.com>

Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Hi Asher

Did you write an email or official letter to OI to get in touch with you? OI email in GIA report: . geraldine6d@gmail.com

Separately, please update the activity log in merimem on the actions taken by you in compliance with auditing purposes.

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:

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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Friday, 7 January 2022 11:08 am

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

Cc: Admin A <admin-a@lkkauto.com>; Tan, Wilson-KL <Wilson-KL.Tan@aig.com>

Subject: [EXTERNAL] RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) ***
LKK REF: CC3/AIG21012429/Kea3

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

Hi Bennie,

We refer to the email below.

We have tried to contact insured, however not available.

Currently chasing third party on the video footage and PIR if any.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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 <Bennie-WZ.Tan@aig.com>

Sent: Thursday, 6 January 2022 6:11 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Tan, Wilson-KL <Wilson-KL.Tan@aig.com>

Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Hi Asher

Further to our email dated 22/12/2021.

Noted there is no correspondent/notes with OI found in merimem. Can you kindly advise if engagement with OI been done and a height measurement on OI vehicle been conducted?

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:

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: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>
Sent: Wednesday, 22 December 2021 3:10 pm
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Hi Asher

We would like to emphasize on the SLA requirement.

As per Bennie's email, Please advise if you have engaged OI within **5 working days of this case assignment**. If no, kindly let us know the reason.

Thank you.

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or act on it until appropriate for you.

Wilson Tan

Senior Complex Claims Examiner
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1753
Wilson-KL.Tan@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 AIG for any loss or damage arising in any way from its use.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Wednesday, December 22, 2021 11:14 AM
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Cc: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

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

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Bennie,

We refer to the email below.

Noted on the OI video being overwritten, we are waiting for third party evidence on the mention claim before we engaged on the claim.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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 <Bennie-WZ.Tan@aig.com>

Sent: Wednesday, 22 December 2021 10:47 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Hi Asher

Reference to our email dated 15th December 2021.

FYI, OI highlighted to us his video overwritten.

Please advise if you have engaged OI within **5 working days of this case assignment**. If no, kindly let us know the reason.

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:

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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Wednesday, 22 December 2021 10:40 am
To: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>; Admin A <admin-a@lkkauto.com>
Cc: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Subject: [EXTERNAL] RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) ***
LKK REF: CC3/AIG21012429/Kea3

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

Hi Wilson,

We refer to the above matter.

We are still pending for third party video footage, kindly check if there is any video footage insured submitted as mention in his police report.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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, Wilson-KL <Wilson-KL.Tan@aig.com>

Sent: Wednesday, 22 December 2021 12:31 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Hi Asher

Appreciate your assistance and await your further updates.

Do kindly get this done asap.

Thank you

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it or act on it until appropriate for you.

Wilson Tan

Senior Complex Claims Examiner

Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1753

Wilson-KL.Tan@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 AIG for any loss or damage arising in any way from its use.

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

Sent: Tuesday, December 21, 2021 7:31 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) *** LKK REF: CC3/AIG21012429/Kea3

Hi Asher

Above matter refers and further to my email dated 15/12/2021.

During my colleague's recent engagement with OI on the potential injury matters, OI maintained there was no accident involving OI vehicle and the Third Party Taxi, and the damages at the rear portion of the taxi was not caused by OI vehicle.

Please confirm if you have requested TP video footage. Also, kindly proceed to engage OI and conduct a height measurement on OI vehicle.

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:

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 15 December 2021 8:59 am
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021) ***
LKK REF: CC3/AIG21012429/Kea3

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 Asher,

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: Wednesday, December 15, 2021 1:20 AM
To: Admin A <admin-a@lkkauto.com>
Cc: Tan, Wilson-KL <Wilson-KL.Tan@aig.com>
Subject: AIG REF: 2095512292SG-003/004 || Case Assignment TP - SHC5812E (DOA: 04/12/2021)

Hi LKK Team

Above matter under your care.

FYI. OI reported but mentioned in his police report of no contact with TP vehicle rear. Kindly engage OI and request for the video footage from both OI (which OI referred in his police report) & TP for our necessary review.

Please take note there are injuries reported to said accident.

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:

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.

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.

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.