

## Veron Chen (LKKAUTO)

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**From:** Loo, Tong Shing <TongShing.Loo@aig.com>  
**Sent:** Friday, 4 March 2022 10:11 AM  
**To:** sbk5643e@yahoo.com  
**Cc:** Lim, Sheng Yang; Nadaraja, Deeban; Mohd Rizal, Nur Mariah Huibrechts; Azlan, Syazairdina; Admin A; SUR; Veron Chen (LKKAUTO); Mei Kwan (LKKAUTO)  
**Subject:** RE: Re: RE: URGENT!!! Re: PAYMENT, Re: Re: RE: NEW OD CLAIM - FBN588Z \*\*\* LKK REF: CS/AIG21012470/T1vf3n2

**Importance:** High

Hi Mr.Kwan,

We do aware of this pending OD/Towing payment.

Please allow us some time to resolve the payment issue and we will proceed to make payment once the issue has been resolve.

Much appreciated on your understanding on this matter.

Thank you and have a nice weekend in advance.

Thank you.

Sincerely,

Tong Shing

**LOO TONG SHING**  
**AIG**

Senior Claims Examiner II  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 68307871  
[TongShing.Loo@aig.com](mailto:TongShing.Loo@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Sbk E <[sbk5643e@yahoo.com](mailto:sbk5643e@yahoo.com)>  
**Sent:** Thursday, March 3, 2022 11:00 AM  
**To:** Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Mei Kwan (LKKAUTO) <[meikwan@lkkauto.com](mailto:meikwan@lkkauto.com)>; Azlan, Syazairdina <[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>; Lim, Sheng Yang <[ShengYang.Lim@aig.com](mailto:ShengYang.Lim@aig.com)>; Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>  
**Subject:** [EXTERNAL] Re: RE: URGENT!!! Re: PAYMENT, Re: Re: RE: NEW OD CLAIM - FBN588Z \*\*\* LKK REF: CS/AIG21012470/T1vf3n2

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Dear Mariah,

Good day. I am referring why I combine the towing fees together with the OD repair claim in a single invoice. This is because AIG tends to overlook the towing invoice and I have to call up AIG customer service to chase for the towing

fees like the case of FBR898H. The towing for FBR898H was only paid after I called up previously. Thanks.

Regards,

Kwan S. H.  
Director  
Bike Production Pte Ltd

On Thursday, March 3, 2022, 09:50:39 AM GMT+8, Mohd Rizal, Nur Mariah Huibrechts  
<[nurmariahhuibrechts.mohdrizal@aig.com](mailto:nurmariahhuibrechts.mohdrizal@aig.com)> wrote:

Dear Kwan S.H,

Please be informed Examiner Syaza is on leave today, I will be following up with your query instead.

May we check with you, are you referring to OD payment of FBN588Z or the towing fee of FBR898H?

Thank You.

Regards,

**Mariah Huibrechts**

AIG  
Senior Claims Examiner II  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #10-16 Singapore 079120  
Tel +(65) 68307871

[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Sbk E <[sbk5643e@yahoo.com](mailto:sbk5643e@yahoo.com)>  
**Sent:** Thursday, March 3, 2022 9:17 AM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Mei Kwan (LKKAUTO) <[meikwan@lkkauto.com](mailto:meikwan@lkkauto.com)>; Azlan, Syazairdina <[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>  
**Subject:** [EXTERNAL] RE: URGENT!!! Re: PAYMENT, Re: Re: RE: NEW OD CLAIM - FBN588Z \*\*\* LKK REF: CS/AIG21012470/T1vf3n2

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Dear Azlan,

Good Day. It has been more than 2 weeks and I have not receive the payment till date. Please kindly revert by today, otherwise, I shall call up the customer service team again. Thanks.

Regards,

Kwan S. H.  
Director  
Bike Production Pte Ltd

On Thursday, February 17, 2022, 03:15:16 PM GMT+8, Sbk E <[sbk5643e@yahoo.com](mailto:sbk5643e@yahoo.com)> wrote:

Dear Azlan,

Good Day. The difference in the figure is due to the towing fees of \$107.00. This is because the towing was not included in the cost of repair. I have tried to issue 2 separate invoices before and it was very frustrating to receive payment for the cost of repair and not the towing invoice. I had to called up AIG hotline to chase for the towing payment. It was not easy to call through and a lot of verification process was required. There were several instances but I will just provide you with one vehicle number for you to check. It is FBR898H. The repair payment was made on 7 May 2021 and the towing was made on 12 May 2021 after I called up AIG. I was then informed to put the towing together with the repair amount to avoid such non payment in the future. Please kindly check and assist with the payment. Thank you very much for your attention and waiting for your reply.

Regards,

Kwan S. H.  
Director  
Bike Production Pte Ltd

On Monday, February 14, 2022, 11:22:44 AM GMT+8, Azlan, Syazairdina <[syazairdina.azlan@aig.com](mailto:syazairdina.azlan@aig.com)> wrote:



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这是安全加密信息。如要阅读此信息，请开启附件。

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