

## Veron Chen (LKKAUTO)

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**From:** Hor, Yinrul <Yinrul.Hor@aig.com>  
**Sent:** Wednesday, 22 December 2021 12:26 PM  
**To:** Coco Lu Ting  
**Cc:** Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban; Loo, Tong Shing; Admin A; SUR;  
AIG SGP, Claims-Survey  
**Subject:** aigencrypt RE: OD / 2367986376SG / SKX169R - Request police report

Hi Coco,

Received undertaking letter and interview form with thanks.

As for police report, kindly advise to insured that police report is required if accident involving government property regardless there is any damage to the government property.

Below is extracted CI for your further reference and advise insured to make police report.

**If the accident involves injuries or damage to government property & vehicles, foreign registered vehicles**

- Report the accident to the police, providing full details of the circumstances of the accident.
- Record vehicle number, name and address, insurance company and policy number of the other driver(s) and vehicle(s), if applicable.
- Collect details (name, address and contact number) of witnesses and/or try to take photographs of the scene of the accident.
- Report the accident to us with your accident vehicle (whether damaged or not) via our approved reporting centres or authorised day of the accident.

Thanks & Regards,

**Hor Yin Rul (Viviane)**

AIG

**FNOL Adjuster I**

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

**Tel +65 6830 7871**

[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

**Sent:** Wednesday, December 22, 2021 9:55 AM

**To:** Hor, Yinrul <Yinrul.Hor@aig.com>; AIG SGP, Claims-Survey <AIGSGP\_ClaimsSurvey@aig.com>

**Cc:** Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban

<Deeban.Nadaraja@aig.com>; Loo, Tong Shing <TongShing.Loo@aig.com>; admin-a@lkkauto.com; sur@lkkauto.com

**Subject:** [EXTERNAL] RE: OD / 2367986376SG / SKX169R - Request police report, undertaking letter & interview form

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Hi Yinrul,

Please refer attached. There's no government property damage why need to do police report customer asked.

Best regards

Coco Lu Ting

Executive – Customer Service

Claim Division Operations Body & Paint Centre



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

 A member of the Jardine Cycle & Carriage Group

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**From:** Hor, Yinrul <[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com)>  
**Sent:** Tuesday, 21 December 2021 4:06 pm  
**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Cc:** Mohd Rizal, Nur Mariah Huibrechts <[NurMariahHuibrechts.MohdRizal@aig.com](mailto:NurMariahHuibrechts.MohdRizal@aig.com)>; Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Loo, Tong Shing <[TongShing.Loo@aig.com](mailto:TongShing.Loo@aig.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: OD / 2367986376SG / SKX169R - Request police report, undertaking letter & interview form

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