

Veron Chen (LKKAUTO)

From: Hor, Yinrul <Yinrul.Hor@aig.com>
Sent: Wednesday, 22 December 2021 4:28 PM
To: Coco Lu Ting
Cc: Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban; Loo, Tong Shing; Admin A; SUR
Subject: aigencrypt RE: OD / 2367986376SG / SKX169R - Request police report
Importance: High

Hi Coco,

I had contacted the driver, understand that situation that he is unable to make police report due to no damage to public property.

However, as mentioned on earlier email, police report is required for cases involving government property as stated in policy wording.

Kindly advise him to make police report at the nearest police station and do mention “**this case involving government property and insurance company is requesting for police report**” while making police report.

If police officer mention that police report still not required, kindly advise insured to get **notice of reporting letter** from police officer.

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 | www.aig.sg

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Wednesday, December 22, 2021 1:52 PM
To: Hor, Yinrul <Yinrul.Hor@aig.com>; Lim, Kok-Chong <Kok-Chong.Lim@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; AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Subject: [EXTERNAL] RE: OD / 2367986376SG / SKX169R - Request police report

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Hi Yinrul,

Customer was trying to make police report, can't submit .He said police website shows no need report , why AIG still insist it.

Thank you.

I cannot file police report

13:44

as there is no 2nd vehicle no one injured and no damage to public property

13:44

Thank you for answering all these questions. You are advised to report the matter to your insurance company instead.

Before you begin

Please verify your personal info

Email *	pragmashruti@gmail.com	Vehicle number *	1000000
Occupation *	IT business process consultant/business analyst	Did it occur on road?	Other
Vehicle type *	Car	Vehicle colour/number	000000

Please answer the following simple questions

Was it a fatal accident? *	No <input checked="" type="radio"/> Yes <input type="radio"/>	Is this a 2nd car accident? *	No <input checked="" type="radio"/> Yes <input type="radio"/>
Suspected drink driving? *	No <input checked="" type="radio"/> Yes <input type="radio"/>	Has the accident happened to you?	No <input checked="" type="radio"/> Yes <input type="radio"/>
Any damage caused to public property? *	No <input checked="" type="radio"/> Yes <input type="radio"/>	Was anyone injured? *	No <input checked="" type="radio"/> Yes <input type="radio"/>
Any pedestrian involved? *	No <input checked="" type="radio"/> Yes <input type="radio"/>	Was anyone involved? *	No <input checked="" type="radio"/> Yes <input type="radio"/>

13:45



+65 9145 1441

today at 13:45

You have answered 'No' to all these questions. You are advised to report the matter to your insurance company instead.

* Required

Before you begin

Please verify your **personal info**

Email * PREETPAL1989@HOTMAIL.COM

Occupation * IT business process consultant/

Vehicle type * Car

Please answer the following **simple questions**

Was it a fatal accident? *

Suspected drink driving? *

Any damage caused to public property? *

Any pedestrian involved? *

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339

From: Hor, Yinrul <Yinrul.Hor@aig.com>
Sent: Wednesday, 22 December 2021 12:26 pm
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
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; AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Subject: RE: OD / 2367986376SG / SKX169R - Request police report

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เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을
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membuka attachment.

Email này đã được mã hóa, để đọc nội dung vui lòng mở tập
tin đính kèm và làm theo hướng dẫn.

[Click here](#) by 2021-12-29 12:26 +08 to read your message.
After that, open the attachment.

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