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)

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>

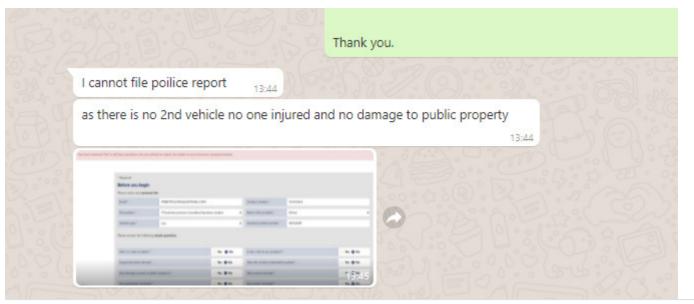
Cc: Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Loo, Tong Shing <TongShing.Loo@aig.com>; admin-a@lkkauto.com;

sur@lkkauto.com; AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com> **Subject:** [EXTERNAL] RE: OD / 2367986376SG / SKX169R - Request police report

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

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.



+65 9145 1441 today at 13:45

You have answered 'No' to all these questions. You are advised to report the matter to your insu-

* Required

Before you begin

Please verify your personal info

Email * PREETPAL1989@HOTMAIL.CC

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



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



A member of the Jardine Cycle & Carriage Group

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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นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ เพื่ออ่านมันให้เปิดไฟล์ที่แนบมา

이것은 안전하고 암호화된 메시지입니다. 그것을 읽으려면 첨부 파일을 엽니다.

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

<u>Click here</u> by 2021-12-29 12:26 +08 to read your message. After that, open the attachment.

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