

## Hsiao Tong (LKKAUTO)

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**From:** Md Noor, Norsiah <Norsiah.MdNoor@aig.com>  
**Sent:** Wednesday, 12 October 2022 11:12 AM  
**To:** Hsiao Tong (LKKAUTO); Yong, Joanne-LF; Lee, Ming-Yao  
**Cc:** Bryan Ang (LKKAUTO); Admin A; CS A Team  
**Subject:** RE: Outstanding Claims for Trans-Cab, Strides & Cheng Hoe

Dear Hsiao Tong,

Strides is not claiming for this case 6472123501SG.

We have successfully subrogated 100% against TP's insurer.

Please close this file at your end.

Thank you

**Norsiah MdNoor**

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 1606  
[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com) | [www.AIG.sg](http://www.AIG.sg)

*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.*

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Friday, October 7, 2022 5:40 PM  
**To:** Yong, Joanne-LF <Joanne-LF.yong@aig.com>; Lee, Ming-Yao <MingYao.Lee@aig.com>  
**Cc:** Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Md Noor, Norsiah <Norsiah.MdNoor@aig.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** [EXTERNAL] RE: Outstanding Claims for Trans-Cab, Strides & Cheng Hoe

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Dear Joanne,

Attached is a copy of updated list for your reference. Summary as follows: -

Status	Cases
Pending COR	6
Pending Mandate Approval	12
Pending TP Acceptance	9
Pending DV	2
Pending TP LOD	9

Pending TP Survey	2
Preparing Mandate Report	5
Pending Evidence from OI	2
Pending TP Video/ Evidence	2
TP rejected offer. Need to review no.of days	1
Settled & Closed	6
<b>Total</b>	<b>56</b>

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>

**Sent:** Friday, 7 October 2022 9:13 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: Outstanding Claims for Trans-Cab, Strides & Cheng Hoe

Dear Hsiao,

Any update

Thank you.

Best regards,

**Joanne Yong**

Senior Complex Claims Examiner – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd

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78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1953

[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Tuesday, October 4, 2022 5:44 PM

**To:** Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>; Md Noor, Norsiah

<[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: Outstanding Claims for Trans-Cab, Strides & Cheng Hoe

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

Dear Ming Yao,

Thank you for your email.

We will check and get back to you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Lee, Ming-Yao <[MingYao.Lee@aig.com](mailto:MingYao.Lee@aig.com)>

**Sent:** Tuesday, 4 October 2022 10:32 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Cc:** Md Noor, Norsiah <[Norsiah.MdNoor@aig.com](mailto:Norsiah.MdNoor@aig.com)>; Yong, Joanne-LF <[Joanne-LF.yong@aig.com](mailto:Joanne-LF.yong@aig.com)>

**Subject:** Outstanding Claims for Trans-Cab, Strides & Cheng Hoe

Hi Bryan & Hsiao Tong,

As earlier discuss with our Joanne, we are aiming to close these files created between October 2021 to June 2022 as soon as possible.

Attached list of the files, please assist to check if these cases are finalized and if LOD is ready. In the spreadsheet, you may indicate "Yes" or "No" in Column H & I.

Please update the spreadsheet by this Friday – 7 October 2022.

If you have any enquiries, feel free to call us.

Thank you.

Regards,

**Lee Ming Yao, George**

Complex Claims Examiner – Auto Property Damage Claims

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Tel +(65) 6419 1769

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