

**RE: 2006161586SG**

Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

Fri 4/3/2022 2:12 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Hi Hsiao Tong,

I have spoken to insured, Mr Tan, after our call earlier.

Insured has decided to let AIG handle the claim and not pursuing private settlement anymore.

Kindly settle at best on the rear damages of TPV with the workshop.

Thank you so much for your assistance in managing insured on this matter.

**Loh Chee Heng**

Senior 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 1881  
[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Loh, Chee-Heng

**Sent:** Friday, 4 March 2022 12:13 PM

**To:** 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

**Cc:** 'Admin A' <admin-a@lkkauto.com>; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>

**Subject:** RE: 2006161586SG

Hi Hsiao Tong,

Insured has written in to enquire on the status.

Kindly assist to provide an update and also keep insured informed.

Thank you.

**Loh Chee Heng**

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**From:** Loh, Chee-Heng  
**Sent:** Thursday, 24 February 2022 3:11 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Subject:** RE: 2006161586SG

Hi Hsiao Tong,

Noted. Thanks for managing insured.

**Loh Chee Heng**

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, 24 February 2022 2:58 PM  
**To:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: 2006161586SG

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

Hi Chee Heng,

For an update, we have just spoken to Mr Tan. We have advised him that our surveyor is in the midst of negotiating with third party repairer on the amount(only paying for rear portion) and we will update him again on next week. He noted.

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:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>  
**Sent:** Wednesday, 23 February 2022 9:12 AM  
**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: 2006161586SG

Hi Jaslin,

Insured, Mr Tan, has contacted us this morning. Below is his email to us for your reference.

Kindly assist to contact insured to update him on whether TP is agreeable to accepting the rear damages claim only. Please update insured on the claim amount for him to consider private settlement.


As we are expecting injury claims, we have advised insured that the private settlement for TPPD claim may not preserve his NCD in the event we are required to contribute more than 20% for any TPBI claims. Our BI examiner, Maricel, will be managing insured when the injury claims are submitted.

Kindly update us when insured is contacted.

Thank you.



KN Tan <[tkn@skywave.com.sg](mailto:tkn@skywave.com.sg)>

To  Loh, Chee-Heng



8:06 AM

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

Dear Chee Heng,

How are you doing? I am following up on the case as I have not heard from you since we last communicated last week on 15 Feb 2022

May I confirm that your surveyor will not be agreeing to pay the frontal damage too? I am looking at settling the rear damages myself as the damage is very minor to preserve my NCD and claim record. Please come back to me on the latest status as I did not hear anything to date.

**Loh Chee Heng**

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**From:** Loh, Chee-Heng

**Sent:** Tuesday, 15 February 2022 2:08 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: 2006161586SG

Hi Jaslin,

We just received a request from insured, Mr Tan. He requested to know the estimates of repair from the workshop.

Kindly assist to update insured on the repair estimates when the workshop submitted to your surveyor.

Thank you.

**Loh Chee Heng**

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Tuesday, 15 February 2022 1:51 PM

**To:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: 2006161586SG

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

Dear Chee Heng

Contents Noted.

*"Wishing You Happiness & Prosperity Chinese New Year 2022"*

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Loh, Chee-Heng <[Chee-Heng.Loh@aig.com](mailto:Chee-Heng.Loh@aig.com)>

**Sent:** Tuesday, 15 February 2022 1:14 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** 2006161586SG

Hi Jaslin,

OI has emailed to our CEO on the matter. I have spoken to OI at length regarding TPPD claim and BOLA 28.

We have uploaded OI's video into Merimen for your viewing.

OI informed when OIV hit onto TPV, it did not cause TPV to hit onto the 1<sup>st</sup> vehicle again. There is a prior collision between TPV and the 1<sup>st</sup> vehicle. OI requested for us to contain TPPD claim.

We would request to proceed with TPPD claim as follows:

1. There is no other vehicles behind OIV, thus, no other insurers will be pulled in if we only pay for the rear damages to TPV.
2. LKK to engage Ryder Auto on the basis of prior collision. To pay for the damages to the rear of TPV only.
3. If during negotiation, there is a likelihood of cost escalation should TP handed over to lawyer, to proceed with a global sum settlement for amicable settlement for repair cost.

Please try best to negotiate for a settlement at best terms. If at any stage, OI contact you to raise any concerns, kindly escalate the matter to us for our handling if it cannot be settled at your end.

Thank you.

**Loh Chee Heng**

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