

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Wednesday, 27 April 2022 9:25 am
To: Alina
Subject: RE: <STANDARD LETTER> ACCIDENT INVOLVING SFA 808K / SME 2013U / OTHERS ON 18/03/2022 ***
Attachments: Fwd: Accident involving SFA808K , SMP3832H ,SME2013U & others on 18/3/2022

Hi Alina,

Yes, I do receive the email that you have sent me.

As spoken over the phone, the procedure in the chain collision in claiming against parties:

1st vehicle claiming against 2nd vehicle, 2nd vehicle claiming against 3rd vehicle and so on.

Therefore, for time being till the matter are closed, the NCD will be withheld, once case has been settled and that if you are not the proximate caused of the collision, our principal, M/S AIG, will reinstate the NCD back to you.

Thus, we will proceed to settle with Third Party at best.

Hope this clarifies.

Thanks

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: CeciliaChong@lkkauto.com FAX: 6741-4108

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



Save the Earth. Print only when necessary.

From: Alina <alina@liaw.sg>
Sent: Tuesday, 26 April 2022 8:04 pm
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: Re: <STANDARD LETTER> ACCIDENT INVOLVING SFA 808K / SME 2013U / OTHERS ON 18/03/2022 ***

Hi

I have have replied you in a separate email regarding this matter. Please let me know if u do not receive it.

Thank you very much

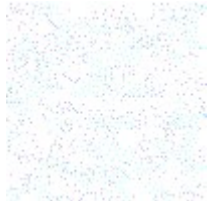
Alina Liaw

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Tuesday, April 26, 2022 11:05:21 AM

To: Alina <alina@liaw.sg>

Subject: <STANDARD LETTER> ACCIDENT INVOLVING SFA 808K / SME 2013U / OTHERS ON 18/03/2022 ***



Our Ref: CC6/AIG22002765/Ega3

26 APRIL 2022

ALINA LIAW SIANG LIANG

DRIVER: KYMBERLY PERRY LIAW SZE KIA

Dear Sir/Madam,

ACCIDENT INVOLVING SFA 808K / SME 2013U / OTHERS ON 18/03/2022

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (AIG Asia Pacific Insurance Pte Ltd.) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

This is to inform you that we received a Third Party Claim from SME 2013U.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 3 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be with held for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Please call us if you have further queries.

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: CeciliaChong@lkkauto.com FAX: 6741-4108

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



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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 24 April 2023 2:38 PM
To: Tan, Bennie-WZ
Cc: Admin A
Subject: RE: AIG REF: 3042563543SG-003 || TP: SME2013U (DOA: 18/03/2022) *** LKK REF: CC6/AIG22002765/Ega3

Dear Bennie,

Noted. We will proceed to close file and submit report to your good office.
Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Monday, April 24, 2023 12:03 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 3042563543SG-003 || TP: SME2013U (DOA: 18/03/2022) *** LKK REF: CC6/AIG22002765/Ega3

Hi Hsiao Tong

Per my email below.

BIS Automobiles Pte Ltd was an AWS with AIG at the time of the accident, and there was a dispute in the COR with our In-House surveyor.

Please close off this case in Merimem, as there is no development from the TP repairer.

Best Regards

Bennie Tan

Deputy Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10

Singapore 079120
Tel +(65) 6419 1718
Bennie-WZ.Tan@aig.com | www.AIG.sg

Advanced Leave Notification:

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.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Sunday, 23 April 2023 7:06 pm
To: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 3042563543SG-003 || TP: SME2013U (DOA: 18/03/2022) *** LKK REF: CC6/AIG22002765/Ega3

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

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi HT,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>
Sent: Friday, April 21, 2023 10:27 PM
To: Admin A <admin-a@lkkauto.com>
Subject: AIG REF: 3042563543SG-003 || TP: SME2013U (DOA: 18/03/2022)

Hi LKK Team

Reference to the above matter.

BIS Automobiles Pte Ltd was an AWS with AIG at the time of the accident, and there was a dispute in the COR with our In-House surveyor.

Please close off this case in Merimem, as there is no development from the TP repairer.

Best Regards

Bennie Tan

Deputy Manager – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10
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Tel +(65) 6419 1718
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