

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 6 April 2022 11:17 AM  
**To:** 'AIGSS Claims Recovery'  
**Cc:** Laili, Shahzlan; Dally Amri, Mimi Zarina; Khoo, Kay-Eng; Bryan Ang (LKKAUTO)  
**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]  
**Attachments:** DV\_SDE2200C.pdf

### Without Prejudice

Dear Sirs/Mdm,

Thank you for your acceptance.

Please duly sign the **documents** enclosed and return to us (LKK) for our necessary action.

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:** AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

**Sent:** Wednesday, 6 April 2022 9:33 AM

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

**Cc:** Laili, Shahzlan <Shahzlan.Laili@aig.com>; Dally Amri, Mimi Zarina <MimiZarina.DallyAmri@aig.com>; Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; AIGSS Claims Recovery <GRS-ExpressRecovery@aig.com>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Without Prejudice

Hi Hsiao Tong,

We agreed to close this case at **\$\$ 1,551.01**, please let us have your offer letter at the soonest.

Thank you.

Sincerely,

Tong Shing

**LOO TONG SHING**  
**AIG**

Senior Recovery Representative – Claims Recovery  
Claims | AIG Asia Pacific Insurance Pte. Ltd.  
78 Shenton Way #10-16 Singapore 079120  
Tel 65-68307871  
[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.sg](http://www.aig.sg)

---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, April 5, 2022 9:46 AM  
**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>  
**Subject:** [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

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Without Prejudice

Dear Mr Khoo,

Apologised for late response.

We are of the view that TCA is applicable and we are prepared to settle as follows: -

	Amount
Cost of Repair to SDE2200C (TP)	\$ 3,102.02
<b>TCA reimbursement to AIG @ 50%</b>	<b>\$ 1,551.01</b>

Please confirm.

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)

---

**From:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Sent:** Monday, 28 March 2022 4:23 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>  
**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Hi Hsiao Tong,

Appreciate if you can update us on the matter, thanks!

**Khoo Kay Eng**

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

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1026  
[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@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:** Wednesday, March 23, 2022 4:56 PM  
**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>  
**Subject:** [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

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Hi Mr Khoo,

We are pending for approval on quantum from our principal.

We will get back to you by this week.

Apologised for the delay.

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)

---

**From:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>

**Sent:** Wednesday, 23 March 2022 4:37 PM

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

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Dear Hsiao Tong

Please update status without any further delay, thank you.

**Khoo Kay Eng**

Manager – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1026

[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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---

**From:** Khoo, Kay-Eng

**Sent:** Friday, March 4, 2022 9:46 AM

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

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina

<[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Dear Hsiao Tong

Appreciate if you can update us on the status, thanks.

**Khoo Kay Eng**

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

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1026  
[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@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:** Thursday, February 17, 2022 2:00 PM

**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>

**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>

**Subject:** [EXTERNAL] Re: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

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Dear Mr Khoo,

Apologised for late response.

Please be informed that our principal is reviewing the matter.

We are following up and will get back to you asap.

Thank you for your kind understanding.

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: -  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Sent:** Thursday, 3 February 2022 9:16 am  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>  
**Subject:** FW: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Dear Hsiao Tong,

Happy Lunar New Year!

Checking in and I believe you would have received the documents from us in relation to this claim.

Appreciate if you can review and provide an update to us on the matter.

We wish to conclude this case on priority basis.

Thank you.

**Khoo Kay Eng**  
Manager – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1026  
[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@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:** Monday, January 3, 2022 10:33 AM  
**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>  
**Subject:** [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

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Dear Mr Khoo,

Kindly assist to resend LOD and all the relevant documents for our further action.

Thank you for your kind assistance.

Best Regards,

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

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>

**Sent:** Wednesday, 29 December 2021 3:14 PM

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Dear Hsiao Tong

Any update?

**Khoo Kay Eng**

Manager – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1026

[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@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, December 14, 2021 11:35 AM

**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>

**Subject:** [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

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Dear Mr Khoo,

Apologised for late response.

We are retrieving the case file for this matter.

We will follow up and get back to you asap.

Best Regards,

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

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>

**Sent:** Tuesday, 14 December 2021 11:32 AM

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Dear Hsiao Tong and Bryan

Any update.

**Khoo Kay Eng**

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

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1026  
[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Khoo, Kay-Eng  
**Sent:** Monday, November 29, 2021 3:21 PM  
**To:** [chewht@lkkauto.com](mailto:chewht@lkkauto.com); Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>  
**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Dear Hsiao Tong and Bryan

Please update us urgently on the matter, thanks.

**Khoo Kay Eng**  
Manager – Auto Property Damage Claims  
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1026  
[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Dally Amri, Mimi Zarina <[MimiZarina.DallyAmri@aig.com](mailto:MimiZarina.DallyAmri@aig.com)>  
**Sent:** Monday, November 22, 2021 10:13 AM  
**To:** [chewht@lkkauto.com](mailto:chewht@lkkauto.com); Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>  
**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

**Without Prejudice**

Dear Hsiao Tong

May we have an update on this matter.

We appreciate your prompt response.

Thank you.

Sincerely,

**Mimi Zarina**

## AIG

Senior Recovery Representative – Claims Recovery

Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.sg](http://www.aig.sg)

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---

**From:** Khoo, Kay-Eng

**Sent:** Monday, October 18, 2021 11:53 AM

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

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

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Dear Bryan,

Thanks for the info. I'll ask my Recovery Team to further follow up with Hsiao Tong again after 21<sup>st</sup> November 2021 for this case.

### Khoo Kay Eng

Manager – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1026

[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Sent:** Monday, October 18, 2021 10:16 AM

**To:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>

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

**Subject:** [EXTERNAL] RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

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Dear Kay Eng

This case is under LKK's care. We have closed at our end but are seeking MINDEF's approval to re-open. We will be having a discussion with MINDEF in middle of Nov and this case is one of the matter that will be discussed.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>

**Sent:** Friday, 15 October 2021 6:40 PM

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

**Subject:** FW: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

**Importance:** High

Hi Bryan,

Greetings.

Can you help me on this case? It is a MNDEF matter – to be handled by your team or JP Knights?

**Khoo Kay Eng**

Manager – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building

78 Shenton Way, Level 10

Singapore 079120

Tel +(65) 6419 1026

[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Khoo, Kay-Eng

**Sent:** Thursday, October 14, 2021 11:54 AM

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

**Importance:** High

Hi Hsiao Tong,

Noted our earlier queries appearing to have escaped your attention.

Our insured vehicle involved in an accident with MINDEF vehicle and you have advised earlier that "closed – settled with third party claimant".

Can you let us know the terms of settlement above?

Also, can you let us know if you are still handling this MINDEF matter please.

Thank you.

**Khoo Kay Eng**

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

AIG Building  
78 Shenton Way, Level 10  
Singapore 079120  
Tel +(65) 6419 1026  
[kay-eng.khoo@aig.com](mailto:kay-eng.khoo@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Sent:** Wednesday, July 28, 2021 11:21 AM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Khoo, Kay-Eng <[Kay-Eng.Khoo@aig.com](mailto:Kay-Eng.Khoo@aig.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ]

Without Prejudice

Dear Hsiao Tong

May we have an update on this matter.

Please revert us the soonest.

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Senior Recovery Representative – Claims Recovery

Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Sent:** 15 October 2020 12:01

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG [ REMINDER ! ]

**Importance:** High

Without Prejudice

Dear Hsia Tong

We await your reply since Feb 2020.

Please expedite this matter.

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Senior Recovery Representative – Claims Recovery

Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Sent:** 16 September 2020 11:42

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

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG.

Without Prejudice

Dear Hsia Tong

We are follow up on this matter.  
Please let us have an update.

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Senior Recovery Representative – Claims Recovery

Claims | AIG Asia Pacific Insurance Pte. Ltd.

Tel 8001206556 Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Sent:** 07 September 2020 11:01

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

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG.

**Importance:** High

Without Prejudice

Dear Hsia Tong

Refer to emails tray below.

Please let us have an update for this case.

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Senior Recovery Representative – Claims Recovery  
Claims | AIG Asia Pacific Insurance Pte. Ltd.  
Tel 8001206556 Ext 1012207  
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**From:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>  
**Sent:** 18 August 2020 15:23  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>  
**Subject:** FW: REMINDER: Pending MINDEF Response - 1845724197SG.  
**Importance:** High

*Without Prejudice*

Dear Hsiao Tong

We are seeking recovery (cost of repair) from MINDEF for this claims no 1845724197SG.

Please let us have an update for this case.

Thank you and Kind Regards,  
Shahz

---

**From:** AIGSS Claims Recovery  
**Sent:** 22 April 2020 19:03  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>  
**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG.

*Without Prejudice*

Dear Hsiao Tong

We are following up on this matter.  
Please let us have an update.

Thank you.

Sincerely,

**Mimi Zarina**

**AIG**

Senior Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Sent:** 13 April 2020 15:02

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response - 1845724197SG.

**Importance:** High

Without Prejudice

Dear Hsiao Tong

We are seeking recovery (cost of repair) from MINDEF for this claims no 1845724197SG.

Please let us have an update for this case.

Thank you.

Sincerely,

**Mimi Zarina**

**AIG**

Senior Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

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**From:** AIGSS Claims Recovery

**Sent:** 28 February 2020 15:54

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



**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response

Without Prejudice

Dear Hsia Tong

We are following up on this item.  
Please let us have an update.

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Senior Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** AIGSS Claims Recovery

**Sent:** 21 February 2020 13:52

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response

Without Prejudice

Dear Hsia Tong

Referring to your remarks below, we haven't close this case yet as we still seeking recovery from MINDEF.

Up to now we haven't received any offer from MINDEF. Could you explain to us what are the settlement that AIG had settled with your good office.

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Senior Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

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

**Sent:** 21 February 2020 11:01

**To:** AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** [EXTERNAL] REMINDER: Pending MINDEF Response

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

**Without Prejudice**

Dear Sirs/Mdm,

Thank you for your email.

As requested: -

TP	AIG Vehicle	Mindef Vehicle	Date of Loss	DOL - Year	Claims #	Amt Recoverab
MINISTRY OF DEFENCE	GBF3389D	41593MID	21/12/2017	2017	4482765858SG	849.99
MINISTRY OF DEFENCE	SDE2200C	MID21238	07/07/2016	2016	1845724197SG	3,102.02
MINISTRY OF DEFENCE	SJG8981K	MID46308	30/04/2014	2014	800731337	2,681.50

Best Regards,

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

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Sent:** Friday, 21 February 2020 10:32 AM

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

[ExpressRecovery@aig.com](mailto:ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response

Without Prejudice

Dear Hsia Tong

As per email below, please let us have the outcome by today.

Appreciate your prompt response.

Thank you.

Sincerely,

**Mimi Zarina**

**AIG**

Senior Recovery Representative - Claims Recovery

Tel 8001206556 | Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** AIGSS Claims Recovery

**Sent:** 18 February 2020 15:25

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response

Without Prejudice

Dear Hsia Tong

As spoken earlier, we agreed to hear from you on this Friday 21/02/2020.

Much appreciated your cooperation.

Thank you.

Sincerely,

**Mimi Zarina**

**AIG**

Senior Recovery Representative - Claims Recovery

Tel 8001206556 | Ext 1012207

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**From:** AIGSS Claims Recovery

**Sent:** 10 February 2020 16:07

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

**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: REMINDER: Pending MINDEF Response

**Importance:** High

*Without Prejudice*

Dear Hsia Tong

We are following up on this items.

Please let us have an update on this matter the soonest as the case has been pending quite some time.

TP	AIG Vehicle	Mindef Vehicle	Date of Loss	DOL - Year	Claims #	Amt Recoverab
MINISTRY OF DEFENCE	GBF3389D	41593MID	21/12/2017	2017	4482765858SG	849.99
MINISTRY OF DEFENCE	SDE2200C	MID21238	07/07/2016	2016	1845724197SG	3,102.02
MINISTRY OF DEFENCE	SJG8981K	MID46308	30/04/2014	2014	800731337	2,681.50

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Senior Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.com](http://www.aig.com)

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---

**From:** Dally Amri, Mimi Zarina  
**Sent:** 13 December 2019 14:23  
**To:** Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>  
**Subject:** RE: REMINDER: Pending MINDEF Response

***Without Prejudice***

Dear Hsia Tong

As spoken earlier on, kindly update the status on table below.

Thank you.

Sincerely,

**Mimi Zarina**  
**AIG**

Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** AIGSS Claims Recovery  
**Sent:** 12 November 2019 14:01  
**To:** Joy Irene (LKK Auto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Olivia Lau <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>  
**Cc:** Admin-A (LKK Auto) <[lkkauto@lkkauto.com](mailto:lkkauto@lkkauto.com)>; AIGSS Claims Recovery <[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com)>; Laili, Shahzlan <[Shahzlan.Laili@aig.com](mailto:Shahzlan.Laili@aig.com)>  
**Subject:** RE: REMINDER: Pending MINDEF Response

***Without Prejudice***

Dear All

We have yet receive any response from your good side till date.

Kindly lets us have the update on claims below.

Please revert urgently.

Thank you.

Sincerely,

**Mimi Zarina**

**AIG**

Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.com](http://www.aig.com)

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**From:** AIGSS Claims Recovery

**Sent:** 17 October 2019 15:42

**To:** Joy Irene (LKK Auto) ([JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)); Hsiao Tong ([chewht@lkkauto.com](mailto:chewht@lkkauto.com)); Olivia Lau ([olivialau@lkkauto.com](mailto:olivialau@lkkauto.com))

**Cc:** AIGSS Claims Recovery; Admin-A (LKK Auto) ([lkkauto@lkkauto.com](mailto:lkkauto@lkkauto.com))

**Subject:** REMINDER: Pending MINDEF Response

Without Prejudice

Dear Sir/ Madam

We have been informed by JPKnights that cases below already settled however at our side case is still open and active.

Thus please update us on latest status.

TP	AIG Vehicle	Mindef Vehicle	Date of Loss	DOL - Year	Claims #	Amt Recoverable
MINISTRY OF DEFENCE	GBF3389D	41593MID	21/12/2017	2017	4482765858SG	849.99
MINISTRY OF DEFENCE	SDE2200C	MID21238	07/07/2016	2016	1845724197SG	3,102.02
MINISTRY OF DEFENCE	SJG8981K	MID46308	30/04/2014	2014	800731337	2,681.50

Thank you.

Sincerely,

**Mimi Zarina**

**AIG**

Recovery Representative - Claims Recovery  
Tel 8001206556 | Ext 1012207

[GRS-ExpressRecovery@aig.com](mailto:GRS-ExpressRecovery@aig.com) | [www.aig.com](http://www.aig.com)

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