

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, 3 August 2022 2:43 PM  
**To:** Rumli, Sharizah; Asher Sng (LKKAuto)  
**Cc:** Tan, Bennie-WZ; Quek, Joyceline-CH; Paramchand, Varsha; Admin A  
**Subject:** RE: AIGENCRYPT SF-5592979 9375492300SG Ref No. CLM826448, Claims, Auto Insurance, 123456 \*\*\* LKK REF: CC6/AIG22003183/Kea3

Dear Sha Sha,

We have contacted TP repairer and they managed to handle their customer.

No further issue from the claimant.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Rumli, Sharizah <Sharizah.Rumli@aig.com>  
**Sent:** Wednesday, 3 August 2022 2:37 PM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>; Quek, Joyceline-CH <JoycelineCH.Quek@aig.com>; Paramchand, Varsha <Varsha.Paramchand@aig.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Subject:** RE: AIGENCRYPT SF-5592979 9375492300SG Ref No. CLM826448, Claims, Auto Insurance, 123456 \*\*\* LKK REF: CC6/AIG22003183/Kea3

Hi Asher ,

Any updates ?

Pls advise.

Thanks

**Sharizah Rumli (Shasha)**

**AIG**

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

[www.aig.sg](http://www.aig.sg)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, August 1, 2022 4:39 PM  
**To:** Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: AIGENCRYPT SF-5592979 9375492300SG Ref No. CLM826448, Claims, Auto Insurance, 123456  
\*\*\* LKK REF: CC6/AIG22003183/Kea3

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 Asher,**

**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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Sent:** Monday, 1 August 2022 4:22 PM

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

**Cc:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>

**Subject:** AIGENCRYPT SF-5592979 9375492300SG Ref No. CLM826448, Claims, Auto Insurance, 123456

Hi LKK,

Kindly assist to ctc 3<sup>rd</sup> party and refer below email.

Thanks

**EMAIL FROM 3<sup>RD</sup> PARTY :-**

Customer Name: Lavanya Nathan NRIC/Passport No.: 8128690 Policy No.: 123456 Mobile No.: 90045902 Telephone No.: Emails: [wildie07@hotmail.com](mailto:wildie07@hotmail.com) Address: Postal Code: Policy Type: Auto Insurance Product Name:

**Nature of Query:**

Claims Details: Dear Sir/Mdm, I am the owner of vehicle SLV2111S. On 05/04/2022, your insured vehicle SML3812L was involved with an accident with mine. We understand from the Optima Werkz that you will be reimbursing me the amount of \$351.50 for loss of usage car for 6 days (\$58/day). Can I have your computation breakdown for this amount? In addition, we note that our claim for damage to our bicycle rack is rejected by AIG as this is not categorised under property claim damage. Our bicycle rack as you can see from the attached photos was damaged as a result of the accident. The bicycle rack as you can see from the attached invoice was purchased in Year 2021 amounting to \$369.00. I understand that your surveyor took pictures of the damaged rack at the workshop which i believe you have in your claim file. Please send us a copy of the policy wordings where i can refer to your definition of property so that i can take further action if necessary/accordingly. Appreciate your prompt attentio Attachments:

File1: T:\Reports\AWF\attachment\1820221615\_Screenshot\_20220801-161455\_OneDrive.jpg

**Sharizah Rumli (Shasha)**

**AIG**

Claims | AIG Asia Pacific Insurance Pte Ltd

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Tel +(65) 6419-3000

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