

Hsiao Tong (LKKAuto)

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Tuesday, 2 August 2022 10:57 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

Hi Hsiao,

Pls proceed for DS.

Thank you.

Best regards,
Joanne Yong
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 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, August 2, 2022 10:49 AM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: [EXTERNAL] RE: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

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

Hi Joanne,

Yes, we have spoken to OID Ms Goh. She agreed to let insurer to settle the matter at best.

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: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Monday, 1 August 2022 8:24 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

Dear Hsiao,

Pls kindly advise have you clear OI?

Thank you.

Best regards,
Joanne Yong
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 1953
Joanne-LF.yong@aig.com | www.AIG.sg

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, August 1, 2022 4:56 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: [EXTERNAL] RE: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

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

Hi Joanne,

Please be informed that PIR shows that our driver received stern warning for this matter.

In view of this, we are of the view that liability is not in our driver's favour.

Please advise if we may proceed DS as third party is asking for update.

Thank you.

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: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Friday, 6 May 2022 10:30 AM

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

Subject: RE: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

Dear Hsiao,

Refer to my email below.

OI did mention there is witness, pls refer to the message below:

“Hi Zhijun,

Here’s my recount of the incident. Do let me know if you require anything else!

The car was waiting to make a U turn along Loyang Avenue. There was a bike travelling along the second lane quite a distance away (approximately 2 lamp posts away from the U turn).

When the car started making the U turn, the bike horned and did not slow down. In the midst of the U turn, the bike was still travelling at the same speed and the bike was eventually beside the car at the widest point of the road.

The road was slightly widened on the left for the U turn. The bike squeezed through between the pavement and the car but could not make it back onto the road in time. It hit the pavement and toppled, causing the rider to move forward and eventually on the road.

The bike then slid to the front left of the car with the rider further in front, towards the middle of the lane. The rider stood up and went to the pavement and sat down. “

Trust the above is in order.

Thank you.

Best regards,

Joanne Yong

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 1953

Joanne-LF.yong@aig.com | www.AIG.sg

From: Yong, Joanne-LF

Sent: Friday, May 6, 2022 10:21 AM

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

Subject: RE: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

Dear Hsiao,

Thank you for the update.

Pls don't settle the matter first.

Inform workshop that liability is unclear pend for PIR.

Thank you.

Best regards,

Joanne Yong

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

AIG Building
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Singapore 079120
Tel +(65) 6419 1953
Joanne-LF.yong@aig.com | www.AIG.sg

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

Sent: Friday, May 6, 2022 10:18 AM

To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Subject: [EXTERNAL] RE: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

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

Hi Joanne,

We refer to your below email.

We have spoken to our driver Ms Goh on 27/04/2022 regards to this matter. No video footage is available as unable to retrieve from SD card. She said that she was making a U-turn, after she made U-turn, TP passing by from her left and stopped for few seconds and TP wobbled and fell of his bike. OID had collided onto TP motorbike after it was on the ground.

We have informed OID to send us PIR is she received from traffic police.

We have also requested evidence from third party.

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: Yong, Joanne-LF <Joanne-LF.yong@aig.com>

Sent: Wednesday, 4 May 2022 4:45 PM

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

Subject: 6509897636SG003 Accident involving SLG4670K & FZ665Z along Loyang Ave on 21 Apr 2022

Dear Hsiao,

Refer to the above matter.

Pls do not settle the claim first. Pls noted that there is witness during the accident and OI has mentioned that there is no collision.

Pls contact OI for traffic police result. There is injury claim for this matter and my colleague has contact OI regards to the injury.

Request from third party for further evidence/ proof to this matter.

Thank you.

Best regards,

Joanne Yong

Senior Complex Claims Examiner – Auto Property Damage Claims

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