

Hsiao Tong (LKKAuto)

From: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Sent: Thursday, 9 June 2022 10:54 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Dear Hsiao,

Merimen cant change under mine care so once payment need to be done, you email me.

Mandate given

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: Wednesday, June 8, 2022 5:31 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: [EXTERNAL] RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

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

Hi Joanne,

Please refer to the below screenshot.

...CLAIM SUBFOLDER...(Pending Mandate Request)

Fastlane

Claim Audit	Activity Log	Documents	Create Supplementary	Re
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CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	28 Oct 2020		28 Oct 2020 00:00		S\$1,000.00 View Rpt		Pending Mandate Request Cancel Case

Main	Reference	Claim Details
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CLAIM SUBFOLDER DETAILS				[Created by adjuster]
Insured:	LU YANPING , ID : S2719865A			
Main Claimant:	POH WAH BUILDERS PTE LTD , Co. Reg. No. : 200611595R			
Vehicle Reg. No.:	PC3457R	Date of Loss :	27/10/2020 07:00 - [67 Months and 13]	
Claim Type:	TP / 8101385796SG	Policy/Cover Note No. :	1900008648 (Compl)	
Vehicle Reg. No. (Insured):	SMH4348A	Policy No. (Claimant):	20-MK000283-R01	
	Excess:			
Repairer:	Cheng Hoe Motor Pte Ltd (Yishun) Blk 1019 #01-374/382, Yishun Industrial Park A, 768761 Yishun - Tel: 6755 6142			
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Loh, Chee-Heng] Chee-Heng.Loh@aig.com			
Claimant's Insurer:	Tokio Marine Insurance Singapore Ltd (HQ) - Tel: 6221 6111			
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rpt due 10/06/2022]			

ASSOCIATED MAIL RECEIVED
<ul style="list-style-type: none"> AIG_SG_EXPRESS (08/06/2022): Report Send Back Alerts - PC3457R (TP)

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, 8 June 2022 5:10 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Hi Hsiao,

I did not see there is any mandate for this matter.

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: Wednesday, June 8, 2022 1:51 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: [EXTERNAL] RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

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

Hi Joanne,

Thank you for your email.

We have submitted mandate request via Merimen.

Please let us have your approval after reviewing the matter.

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, 8 June 2022 9:47 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Dear Hsiao,

Refer to your email below.

I am the person in charge of the case. I have reopen the matter.

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, June 7, 2022 5:20 PM
To: Yong, Joanne-LF <Joanne-LF.yong@aig.com>
Subject: [EXTERNAL] FW: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

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Hi Joanne,

Please advise current claim officer for this matter.

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: Hsiao Tong (LKKAuto)
Sent: Thursday, 28 April 2022 11:16 AM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Dear Sirs/mdm,

Please be informed that third party has submitted LOD.

Kindly assist to reopen the case in Merimen for our necessary action.

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: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Thursday, 17 March 2022 4:55 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Hi Hsiao Tong,

Noted, please proceed to close case.

Thank you.

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 | www.AIG.sg

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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 17 March 2022 12:20 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

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

Hi Chee Heng,

We refer to the above matter.

Please be informed that we did not receive any LOD/ follow-up made from Third Party for their claim.

In view of non-development from the third-party, we will proceed to temporarily close this outstanding claim file and submit our survey report to your good-office.

In future, if there are any new developments from the claimant, we will inform you for our further handling.

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: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Friday, 25 February 2022 9:26 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Hi Jaslin,

We are conducting a review of this case.

Kindly let us have an update.

Thank you.

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 | www.AIG.sg

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 3 December 2021 6:11 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

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

Dear Chee Heng

We are currently pending for TP LOD to seek mandate.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, November 24, 2021 4:12 PM

To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Fw: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

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 Jaslin,

FYNA, CC4/AIG20011733/Krs3

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

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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

Sent: Wednesday, November 24, 2021 3:45 PM

To: Admin A <admin-a@lkkauto.com>

Subject: 8101385796SG-003

Dear Sir/Mdm,

It is more than 12 months since claim created in Merimen.

Kindly upload correspondence with insured into Merimen.

If there is no activity from workshop, kindly close case.

Thank you.

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 | www.AIG.sg

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