

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 15 December 2022 11:10 AM
To: Tam, Ivan-WK
Cc: Admin A
Subject: RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 ***
LKK REF: CC6/AIG22005654/Apa3
Attachments: POLICE LETTER FROM 3RD PARTY_SGX327Z.pdf

Dear Ivan,

Kindly refer to the attached police letter from third party for your easy reference.

Both parties received stern warning. The case should be resolved at 50/50 basis.

We will inform insured on the same and update if any issue.

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: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>
Sent: Monday, 5 September 2022 3:56 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

Hi Hsiao Tong,

As spoken, please check with TP WS and see if their client received similar warning from police.
If both parties received stern warning from police, I reckon we should resolve this case at 50/50.

Please keep me updated.

Thank you.

Ivan Tam

AIG

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 1959

Ivan-WK.Tam@aig.com | www.aig.sg

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From: Tam, Ivan-WK

Sent: Monday, 5 September, 2022 15:47

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

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

Subject: RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

Hi Hsiao Tong,

Please ignore my previous email.

Kindly give me a call at the next available time.

Thank you.

Ivan Tam

AIG

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From: Tam, Ivan-WK
Sent: Monday, 5 September, 2022 15:41
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

Hi Hsiao Tong,

As spoken earlier, please proceed to reject TP claim.

Thank you.

Ivan Tam

AIG

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 2 September, 2022 09:36
To: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

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

Dear Ivan,

We have received a copy of police investigation result from insured to show that third party driver was being charged for Careless driving.

In view of this, we are intending to reject third party claim.

For your approval/ comments/ instruction.

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: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>

Sent: Friday, 12 August 2022 1:09 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: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

Dear Mei Kwan,

As spoken, we require the NRIC of the policy holder, Choh Weiqin, to verify the name sequence so as to avoid payment issues on a later date.

Thank you.

Ivan Tam
AIG

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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, 12 August, 2022 12:50

To: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>


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

Subject: [EXTERNAL] RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3



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Dear Ivan,

Please refer to claim no : **OD** / 800520333.



Documentation		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)
1	05/10/11 17:51	Singapore Accident Statement
2	05/10/11 17:51	Certificate of Insurance
3	05/10/11 17:51	Driver's Driving License
4	21/12/11 11:16	WORKSHOP INVOICE
5	21/12/11 11:16	DISCHARGE VOUCHER



Thank you.

Best Regards,

Mei Kwan | Admin LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>

Sent: Friday, 12 August 2022 11:25 AM

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

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

Subject: RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

Hi Hsiao Tong,

May we request that insured provide us with a copy of her front NRIC?
We need it to do verification for her policy.

Thank you.

Ivan Tam

AIG

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

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From: Tam, Ivan-WK
Sent: Thursday, 21 July, 2022 14:01
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

Hi HT,

Thank you for your patience with me.

Though he was in front, from the AVF, this should be settled under BOLA S15.
Referencing to the GIA report, seems like OI is quite insistent for the TP to 'giveaway' to him.

Kindly let me know if there are any concerns raised by OI and/or if you are unable to clear him on liability.

Ivan Tam
AIG
Complex Claims Examiner – Auto Property Damage Claims
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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Thursday, 21 July, 2022 13:57
To: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

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Hi Ivan,

Please be informed that our insured driver NRIC should be S8206887B as per police report.

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 17/06/2022 12:07		Vide Report No.: E/20220605/7009		Station Diary No.:	
Informant's Particulars					
Name of Informant: TAN JUNJIE			Address: 33 JALAN SIMPANG BEDOK SINGAPORE 488179		
ID Type / ID No.: NRIC NO / S8206887B			Contact No.: Home/Office: Mobile: 90290627		
Nationality: SINGAPORE CITIZEN			Email: jjjeff34@yahoo.com		
Sex: Male	Age: 40	Date of Birth: 27/02/1982	Type of Informant: Driver		
Race: Chinese			Language: English		Institution / School Name:
Occupation:			Driving Licence Information: Class:		Date of Expiry:

We will inform OI reporting center to amend it in GIA report.

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: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>

Sent: Thursday, 21 July 2022 1:46 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

Sorry HT,

I saw that it was already uploaded in merimen.

Just to confirm if the NRIC uploaded is correct and belongs to the OI driver?

Thank you.

Ivan Tam
AIG

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

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78 Shenton Way, Level 10
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Ivan-WK.Tam@aig.com | www.aig.sg

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, 21 July, 2022 13:43

To: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: [EXTERNAL] RE: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 *** LKK REF: CC6/AIG22005654/Apa3

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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 | fax: 67414108

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

From: Tam, Ivan-WK [<mailto:Ivan-WK.Tam@aig.com>]

Sent: Thursday, July 21, 2022 1:41 PM

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

Subject: AIG REF: 5520110629SG-003 Case Assignment TP - SGX327Z - 05/06/2022 -

Dear Team,

OI report attached. Kindly assist to upload all correspondence in merimen.

At the same time, please confirm driver details and/or to obtain driving licence from insured driver.

Thank you.

Ivan Tam

AIG

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 1959

Ivan-WK.Tam@aig.com | www.aig.sg

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From: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Wednesday, 15 June, 2022 09:20
To: Tam, Ivan-WK <Ivan-WK.Tam@aig.com>
Subject: [EXTERNAL] Case Assignment TP - SGX327Z - 05/06/2022 -

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This mail is associated with :

***SGX327Z (5520110629SG)**

[SKX799Y]

TP

LEE YEOW GUAN

Jun 5 2022 1:00PM

KAI MOTOR TRADING

Dear Tam, Ivan-WK,

Please note that a claim has been assigned to you for handling in Merimen. For your action and follow up please.

This is an auto-generated email. Do not reply to this email.

Sent by : Merimen Administrator (MERIMEN TECHNOLOGIES (SINGAPORE) PTE. LTD.)

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