

## **EzLyna (LKKAuto)**

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**From:** EzLyna (LKKAuto)  
**Sent:** Tuesday, 27 December 2022 11:47 am  
**To:** debbie@aaronwillsco.sg  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING GBL3858K (AIG) AND SHD5978E AT/ALONG CROSS JUNCTION OF MARINA BLVD & BAYFRONT AVENUE ON 21/05/2022

**M/S AWD PTE LTD**

Dear Pulimoottil Varkey Rijomon,

Our Ref: CC3/AIG22007615/Kga3

**ACCIDENT INVOLVING GBL3858K (AIG) AND SHD5978E AT/ALONG CROSS JUNCTION OF MARINA BLVD & BAYFRONT AVENUE ON 21/05/2022**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from **SHD5978E** against your insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Thank you.

*\*I am working from home till 06.01.2023. If you wish to contact me, pls use whatsapp call at 80287880 or email.*

Best Regards,  
**Ezlyna Eng** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto:Ezlyna@lkkauto.com) |  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## EzLyna (LKKAUTO)

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**From:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Sent:** Friday, 9 June 2023 5:08 PM  
**To:** EzLyna (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: AIG REF: 7815109867SG-003 II TPV:SHD5978E

Dear Lyna,

Please proceed.

Kind Regards,  
Saliha

*Advanced Leave Notification:*

**Saliha Syed Yusoff (Ms)**

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 1917  
[saliha.syed-yusoff@aig.com](mailto:saliha.syed-yusoff@aig.com) | [www.AIG.sg](http://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.*

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**From:** EzLyna (LKKAUTO) <ezlyna@lkkauto.com>  
**Sent:** Wednesday, June 7, 2023 8:39 AM  
**To:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** [EXTERNAL] RE: AIG REF: 7815109867SG-003 II TPV:SHD5978E

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

Dear Saliha,

We refer to your email below.

We still pending LOD from TP WS.

We seek your approval to reject TP's claim and we will proceed to close this case.

Thank you.

With warmest regards,  
Ezlyna

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**From:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>

**Sent:** Tuesday, June 6, 2023 3:01 PM

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

**Subject:** AIG REF: 7815109867SG-003 II TPV:SHD5978E

Dear Team,

May we have update on this matter please?

OI managed to recover 100% against HSBC Life.

Kind Regards,  
Saliha

*Advanced Leave Notification:*

**Saliha Syed Yusoff (Ms)**

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 1917  
[saliha.syed-yusoff@aig.com](mailto:saliha.syed-yusoff@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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## EzLyna (LKKAUTO)

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**From:** EzLyna (LKKAUTO)  
**Sent:** Monday, 12 June 2023 3:39 PM  
**To:** Wai Yin Ng  
**Cc:** claims@transcab.com.sg; Admin A  
**Subject:** RE: REJECT CLAIM / VIDEO FOOTAGE / AAD2205-133 -- Accident GBL3858K (AIG) & SHD5978E on 21.05.22 \*\*\* LKK REF: CC3/AIG22007615/Kga3

### Without Prejudice

Dear Wai Yin,

We refer to the above matter.

Our insured has successfully to recover 100% against your insurer HSBC Life. Hence, we are unable to consider your taxi driver's claim for this matter.

Thank you.

With warmest regards,  
Ezlyna

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**From:** Wai Yin Ng <waiyin.ng@transcab.com.sg>  
**Sent:** Friday, January 6, 2023 10:24 PM  
**To:** EzLyna (LKKAUTO) <ezlyna@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** Claims <claims@transcab.com.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: VIDEO FOOTAGE / AAD2205-133 -- Accident GBL3858K (AIG) & SHD5978E on 21.05.22 \*\*\* LKK REF: CC3/AIG22007615/Kga3

### Without prejudice

Dear Ezlyna

We regret to inform that no video footage for this case.

Thank You  
Best Regards,  
**Ng Wai Yin**  
Finance Department  
TEL: 6603 1265 Ext.308

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)  
\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD  
No. 2 Ang Mo Kio Street 63  
Singapore 569111  
Tel: 6287 6666 Fax: 6287 7764

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**From:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Sent:** Tuesday, December 27, 2022 11:56 AM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: VIDEO FOOTAGE / AAD2205-133 -- Accident GBL3858K (AIG) & SHD5978E on 21.05.22 \*\*\* LKK REF: CC3/AIG22007615/Kga3

Dear Wai Yin,

We refer to the above matter.

Would appreciate if you could share the video footage of this accident with us.

Your kind reply is much appreciated. Thank you.

With warmest regards,  
Ezlyna

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**From:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 22 December 2022 12:02 am  
**To:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>; EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** RE: AAD2205-133 -- Accident GBL3858K (AIG) & SHD5978E on 21.05.22 \*\*\* LKK REF: CC3/AIG22007615/Kga3

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 Lyna,**

**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)

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

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**From:** Wai Yin Ng <[waiyin.ng@transcab.com.sg](mailto:waiyin.ng@transcab.com.sg)>  
**Sent:** Wednesday, December 21, 2022 1:38 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Claims <[claims@transcab.com.sg](mailto:claims@transcab.com.sg)>  
**Subject:** AAD2205-133 -- Accident GBL3858K (AIG) & SHD5978E on 21.05.22

Without prejudice

Dear Sirs

We are making a claim against your client GBL 3858K.

Enclosed is our LOD for your perusal and action.

Please advise your offering soon so that we can expedite and process the claims.

Thank You

Best Regards,

**Ng Wai Yin**

Finance Department

TEL: 6603 1265 Ext.308

*\* Please be reminded that all claims correspondence to be send to [claims@transcab.com.sg](mailto:claims@transcab.com.sg)*

*\* Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

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