

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 15 September 2022 10:37 AM  
**To:** Tam, Ivan-WK  
**Cc:** CS A Team; Admin A  
**Subject:** RE: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE - 8579261114SG

Dear Ivan,

Thank you for your email.

We will proceed with our necessary and update you on COR before finalisation.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Tam, Ivan-WK <[Ivan-WK.Tam@aig.com](mailto:Ivan-WK.Tam@aig.com)>  
**Sent:** Wednesday, 14 September 2022 3:33 PM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** FW: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE - 8579261114SG

Dear Team,

FYI for new case handler taking over Cecilia's case.

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](mailto:Ivan-WK.Tam@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Tam, Ivan-WK

**Sent:** Wednesday, 14 September, 2022 15:32

**To:** 'Cecilia Chong (LKK Auto)' <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** RE: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE - 8579261114SG

Hi Cecilia,

OI updated LTA with her medical report and LTA has updated her driving status on record.

### Qualified Driving Licence

Qualified Driving Licence Number	S1236170Z
Status of Qualified Driving Licence	Valid
Class(es) of Qualified Driving Licence	3
Expiry Date	Lifetime unless revoked, suspended or disc

### Provisional Driving Licence

Provisional Driving Licence Number	S1236170Z
Status of Provisional Driving Licence	No Licence
Class(es) of Provisional Driving Licence	
Expiry Date	-

Thank you.

**Ivan Tam**  
**AIG**

Complex Claims Examiner – Auto Property Damage Claims  
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**From:** Tam, Ivan-WK

**Sent:** Monday, 5 September, 2022 14:46

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** RE: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE - 8579261114SG

Hi Cecilia,

OI informed me that she is willing to settle the case but request that we do not pay additional cost to the TP regarding the 'pre-existing scratches'.

Please let me know the COR amount before finalizing with TP WS.

Thank you.

**Ivan Tam**

**AIG**

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Singapore 079120  
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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Sent:** Monday, 5 September, 2022 13:48

**To:** Tam, Ivan-WK <[Ivan-WK.Tam@aig.com](mailto:Ivan-WK.Tam@aig.com)>

**Subject:** [EXTERNAL] RE: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE - 8579261114SG

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

Hi Ivan,

I have spoken to OI in the morning.

Oi mention that the damage sustain on TPV seems to be old scratches. And mention that TP did inform Oi to do a private settlement.

However, I have explained to Oi that as we are not at the scene, therefore, needed evidence to prove that TP did mention of private settlement with her and video footage to prove on how the collision happen. Did mention to Oi to provide whatever evidence she has on hand to us for us to investigate this matter. Did inform Oi if by the end of the event whereby both parties do not have concrete evidence to prove individual version of statement, the liability will be shared equally.

Thanks

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | HP: 8891 1278 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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



*Save the Earth. Print only when necessary.*

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

**Sent:** Monday, 5 September 2022 9:59 am

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** FW: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE - 8579261114SG

Hi Cecilia,

Able to check on the below case?

May I know what was mentioned to her during the conversation between LKK and Insured?

Thank you.

**Ivan Tam**

**AIG**

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

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Singapore 079120  
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**From:** Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>

**Sent:** Friday, 2 September, 2022 15:08

**To:** Tam, Ivan-WK <[Ivan-WK.Tam@aig.com](mailto:Ivan-WK.Tam@aig.com)>; Goh, Jeremy <[Jeremy.Goh@aig.com](mailto:Jeremy.Goh@aig.com)>; Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Cc:** Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Subject:** FW: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE - 8579261114SG

Hi Jeremy / Bennie,

Kindly assist in the absence of Ivan. Insd, Sheryl called & unhappy that LKK has sent insd letter / spoken to them & left out a lot of facts & why AIG officer has not ctc insd . Pls assist to ctc Insd Sheryl urgently . insd ctc no @ 97833757.

Tq

Hi Claims ,

Insured informed that she wants us to put in an urgent request for Claim Officer in charge of her case to call her back immediately.

She informed that she has received letter from LKK and spoken to them but there were a lot of facts left out . She also mentioned why has no AIG claims officer reach out to her to talk to her about this TPPD claim against her as she informed it was TP vehicle at fault and not her at fault .

Please callback @ 97833757

DOA : 01/08/2022

Vehicle No. : SGQ198R

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**From:** Castillo, Lhalie-E <[Lhalie-E.Castillo@aig.com](mailto:Lhalie-E.Castillo@aig.com)>

**Sent:** Friday, September 2, 2022 2:54 PM

**To:** Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Cc:** Cajés, Alexander <[Alexander.Cajes@aig.com](mailto:Alexander.Cajes@aig.com)>; Encinas, Zacarias-Cyril <[zacarias-cyril.encinas@aig.com](mailto:zacarias-cyril.encinas@aig.com)>; Foo, Darren <[Darren.Foo@aig.com](mailto:Darren.Foo@aig.com)>; AIG SGP, Call Centre Inbound Team Managers <[InboundTeamManagers@AIG.com](mailto:InboundTeamManagers@AIG.com)>

**Subject:** RE: Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE

Hi Claims,

Kindly assist. Thanks!

Regards,

**Lhalie E. Castillo**

**AIG**

Customer Care Team Leader

Contact Centre Singapore

AIG Asia Pacific Insurance Pte. Ltd.

AIG Building, 78 Shenton Way #09-16, Singapore 079120

| DID: 6603 1446 | Mobile: 8939 0772 |

[Lhalie-E.Castillo@aig.com](mailto:Lhalie-E.Castillo@aig.com) | [www.aig.com.sg](http://www.aig.com.sg)

**Leave Alert: 15-16 September 2022**



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**From:** Foo, Darren <[Darren.Foo@aig.com](mailto:Darren.Foo@aig.com)>  
**Sent:** Friday, September 2, 2022 2:51 PM  
**To:** AIG SGP, Call Centre Inbound Team Managers <[InboundTeamManagers@AIG.com](mailto:InboundTeamManagers@AIG.com)>  
**Cc:** Cajés, Alexander <[Alexander.Cajes@aig.com](mailto:Alexander.Cajes@aig.com)>; Encinas, Zacarias-Cyril <[zacarias-cyril.encinas@aig.com](mailto:zacarias-cyril.encinas@aig.com)>  
**Subject:** Chaser To Claims - SF-5659178 | PN : 7220027407 | SHERYL CHUNG WUI THYE

Hi Team ,

Please assist to send a chaser to claims as insured wants us to put in an urgent request on her behalf to get claim officer in charge of her case to call her immediately .

Thank you .

**Best Regards,**

**Darren Foo**  
**AIG**  
Customer Care Consultant  
Contact Centre Singapore

AIG Asia Pacific Insurance Pte. Ltd.  
AIG Building, 78 Shenton Way #09-16, Singapore 079120

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