

## Hsiao Tong (LKKAuto)

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**From:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Sent:** Wednesday, 16 November 2022 10:19 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: Case Assignment TP - FC3311X - 19/09/2022 - AIG REF: 7063779757SG-003 \*\*\*  
LKK REF: CC6/AIG22009572/Uea3

Hi Hsiao Tong

Thank you for your clarification.

Please proceed to resolve this matter at best with the TP repairer.

Best Regards

**Bennie Tan**

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 1718  
[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 16 November 2022 8:04 am  
**To:** Tan, Bennie-WZ <Bennie-WZ.Tan@aig.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** [EXTERNAL] RE: Case Assignment TP - FC3311X - 19/09/2022 - AIG REF: 7063779757SG-003 \*\*\* LKK REF: CC6/AIG22009572/Uea3

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Hi Bennie,

Yes, We have spoken to driver on 02/11/2022 after tele-conversation with insured.  
We have uploaded documents submitted by insured in Merimen.

Please advise if we may proceed DS as third party is chasing.

Thank you.

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:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Sent:** Monday, 14 November 2022 10:35 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Case Assignment TP - FC3311X - 19/09/2022 - AIG REF: 7063779757SG-003 \*\*\* LKK REF: CC6/AIG22009572/Uea3

Hi Hsiao Tong

Did you speak to the insured driver to verify on the relationship with the insured? Separately, please upload the documents/evidence submitted by the insured to Merimem.

Best Regards

**Bennie Tan**

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 1718

[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Thursday, 3 November 2022 9:06 am

**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: Case Assignment TP - FC3311X - 19/09/2022 - AIG REF: 7063779757SG-003 \*\*\* LKK REF: CC6/AIG22009572/Uea3

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Dear Bennie,

Attached is a copy of email and documents as requested.

Please advise if we may proceed DS. Thank you.

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:** Mei Kwan (LKKAuto)

**Sent:** Sunday, 2 October 2022 12:54 AM

**To:** Tan, Bennie-WZ <[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Case Assignment TP - FC3311X - 19/09/2022 - AIG REF: 7063779757SG-003 \*\*\* LKK REF: CC6/AIG22009572/Uea3

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 Asher,**

**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:** Tan, Bennie-WZ [<mailto:Bennie-WZ.Tan@aig.com>]

**Sent:** Thursday, September 29, 2022 6:30 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Case Assignment TP - FC3311X - 19/09/2022 - AIG REF: 7063779757SG-003

Hi LKK Team

Reference to the above matter under your care.

Can you kindly engage OI within 5 working days of the case assignment and request the following evidence?

1. Extended copy of video footage
2. Copy of insured driver's NRIC and driving licence for verification purpose
3. Damaged photos of the insured vehicle (excluded from the GIA report – at least 6 photos of different angles)

Best Regards

**Bennie Tan**

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 1718  
[Bennie-WZ.Tan@aig.com](mailto:Bennie-WZ.Tan@aig.com) | [www.AIG.sg](http://www.AIG.sg)

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