

Hsiao Tong (LKKAUTO)

From: Boyogan, Joane <Joane.Boyogan@aig.com>
Sent: Wednesday, 11 January 2023 3:21 PM
To: Hsiao Tong (LKKAUTO); Chew, Yvonne
Cc: Admin A
Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

Dear Yvonne and Hsiao Tong,

We've engaged JP Knights for further investigation on the issue of Ol's driving license and also to check if there's any element of breach of policy T&C.

Will further update you once we hear from JP Knights.

Thank you

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it, or act on it until appropriate for you.

Regards,

Joane Boyogan (Ms)

Senior Complex Claims Examiner
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1898
joane.boyogan@aig.com | www.aig.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, January 10, 2023 4:07 PM
To: Chew, Yvonne <Yvonne.Chew@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Boyogan, Joane <Joane.Boyogan@aig.com>
Subject: [EXTERNAL] RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

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Dear Yvonne,

We have contacted insured Mr Melvinder Singh regards to this matter. According to insured, his DL was taken by traffic police for investigation as he had collided onto a Barrier. He cannot remember the actual date of incident happened but he said that it was after the accident with a car. Insured did not lodge any report for the collision with Barrier as traffic police recorded his statement at the scene.

In view of the above, please advise further.

Thanks.

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: Monday, 9 January 2023 8:59 AM
To: Chew, Yvonne <Yvonne.Chew@aig.com>
Cc: Admin A <admin-a@lkkauto.com>; Boyogan, Joane <Joane.Boyogan@aig.com>
Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

Dear Yvonne,

Attached is a copy of OID driving records for your easy reference. It shows that our insured is holding a valid driving licence.

In view of this, we shall proceed DS as liability is not in our drivers favour(Head-to-rear collision).

For your comments/instruction. Thanks.

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, 5 January 2023 5:28 PM

To: Chew, Yvonne <Yvonne.Chew@aig.com>

Cc: Admin A <admin-a@lkkauto.com>; Boyogan, Joane <Joane.Boyogan@aig.com>

Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

Dear Yvonne,

Received with thanks.

We will expedite 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: Chew, Yvonne <Yvonne.Chew@aig.com>

Sent: Thursday, 5 January 2023 11:23 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Boyogan, Joane <Joane.Boyogan@aig.com>

Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

Dear Hsiao Tong,

Enclosed is a copy of Letter of Authorization for your further action.

Thank you.

Yvonne Chew

Complex Claims Examiner – Auto Property Damage Claims

AIG Asia Pacific Insurance Pte. Ltd.
AIG Building
78 Shenton Way #10-16 Singapore 079120
Tel +(65) 6419-3000
www.AIG.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 3 January 2023 5:01 pm
To: Boyogan, Joane <Joane.Boyogan@aig.com>; Chew, Yvonne <Yvonne.Chew@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

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Dear Yvonne,

Apologised for late response.

As spoken, there will be a fee of \$25.00(report fee & administrative fee) incurred for this matter.

Please assist to provide a copy of letter of authorisation for our necessary action. Details as below: -

LKK Staff: Maslinda Bte Mokhtar
NRIC: S1803966D

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: Boyogan, Joane <Joane.Boyogan@aig.com>

Sent: Tuesday, 3 January 2023 2:52 PM

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

Cc: Chew, Yvonne <Yvonne.Chew@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

Importance: High

Dear Hsiao Tong,

Referring to Yvonne's email dated 11 Nov 2022 and 16 Dec 2022

Appreciate if you can give us the latest update as the injury claim has already surfaced from third party's lawyer. We need to make a decision asap whether our policy is engaged for this accident.

Thank you

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it, or act on it until appropriate for you.

Regards,

Joane Boyogan (Ms)

Senior Complex Claims Examiner

Auto Bodily Injury Claims

AIG Asia Pacific Insurance Pte. Ltd.

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Tel +(65) 6419 1898

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From: Chew, Yvonne
Sent: Friday, 16 December 2022 9:08 am
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]
Importance: High

Dear Hsiao Tong,

Reference to my last email.

We would like to know if you have manage to obtain the driving license record?

Thank you.

Yvonne Chew

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

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From: Chew, Yvonne
Sent: Friday, 11 November 2022 10:42 am
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

Dear Hsiao Tong,

Thank you for highlighting.

Our next course of action will be extraction of driving license record since the driver license is shown invalid.

Please assist to appoint a respective member of yours to assist us on the abovementioned request.

Do provide us with his/her Name and NIRC for the letter of authorization.

We hope to hear from you soon.

Yvonne Chew
Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte. Ltd.
AIG Building
78 Shenton Way #10-16 Singapore 079120
Tel +(65) 6419-3000
www.AIG.sg

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 7 November 2022 4:40 pm
To: Chew, Yvonne <Yvonne.Chew@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

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Dear Sirs,

We noted that the status of driving licence of our driver shows as "invalid" in SPF website.

Please advise next course of action. Thanks.

10/31/22, 6:42 PM

Status of Driving Licence



HOME (HTTPS://WWW.POLICE.GOV.SG/) > E-SERVICES (/CONTENT/POLICEHUBHOME/HOMEPAGE.HTML)

STATUS OF DRIVING LICENCE

Qualified Driving Licence

Qualified Driving Licence Number	S7521215A
Status of Qualified Driving Licence	Invalid
Class(es) of Qualified Driving Licence	
Expiry Date	Lifetime unless revoked, suspended or disqualified

Provisional Driving Licence

Provisional Driving Licence Number	
Status of Provisional Driving Licence	
Class(es) of Provisional Driving Licence	
Expiry Date	

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 |

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