

Hsiao Tong (LKKAuto)

From: Chew, Yvonne <Yvonne.Chew@aig.com>
Sent: Thursday, 27 April 2023 6:37 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: AIG REF: 2082772563SG // LKK REF: CC6/AIG22010233/Apa3 [SMG4575R VS SGW4545P ON 11/10/2022]

Dear Hsiao Tong,

You may proceed direct settlement accordingly.

Do write to insured formally via email/letter on the liability. If this is already done, please upload it to Merimen.

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) 6419-1881
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.



Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Saturday, 15 April 2023 9:37 pm
To: Chew, Yvonne <Yvonne.Chew@aig.com>; Boyogan, Joane <Joane.Boyogan@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]

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

Dear Sirs,

We would like to follow up on the below email.

Please advise. Thanks.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

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

Sent: Thursday, 2 March 2023 9:40 am

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Boyogan, Joane <Joane.Boyogan@aig.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,

As per our conversation earlier, the investigation is still ongoing.

Please advise TP's repairer to hold hands.

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

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.



Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.

[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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

Sent: Friday, 24 February 2023 2:52 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]

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

Dear Sirs,

We would like to follow up on the below email.

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

Sent: Wednesday, January 11, 2023 3:21 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Chew, Yvonne <Yvonne.Chew@aig.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 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
Annual leave notification – 25 Jan to 9 Feb 2023

Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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]

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

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

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.



Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.

[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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]

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

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.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1898
joane.boyogan@aig.com | www.aig.sg
Annual leave notification – 25 Jan to 9 Feb 2023

Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards. [Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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.
AIG Building
78 Shenton Way #10-16 Singapore 079120
Tel +(65) 6419-3000
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.



Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.

[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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

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.



Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.

[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

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]

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

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 |

S(408933)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.