

## EzLyna (LKKAUTO)

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**From:** EzLyna (LKKAUTO)  
**Sent:** Thursday, 23 February 2023 11:24 am  
**To:** sm automotive; Mei Kwan (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: SKT5885U CLAIMING AGAINST SMR3204K DOA:30.10.2022 \*\*\* LKK REF: CC6/AIG22011651/Apa3  
**Attachments:** Video \_ Accident \_1\_ (1).mp4

### Without Prejudice

Dear Sukyi,

We refer to your email below.

Please find enclosed herewith a copy of video footage.

The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party.

Thank you.

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)

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**From:** sm automotive <sm\_automotive@hotmail.com>  
**Sent:** Wednesday, 22 February 2023 11:37 AM  
**To:** EzLyna (LKKAUTO) <ezlyna@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** Re: SKT5885U CLAIMING AGAINST SMR3204K DOA:30.10.2022 \*\*\* LKK REF: CC6/AIG22011651/Apa3

Without Prejudice - **gentle reminder**

Hi Lyna

Kindly provide us with your insured scene video as the screenshot does not really tell the truth.

We look forward to hearing from you soon, thanks.

Regards,

**Sukyi Chong**  
**SM AUTOMOTIVE**

1 Kaki Bukit Ave 6  
Blk C #01-43  
Singapore 417883  
Tel: 6747 9241 Fax: 6741 7276

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**From:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Sent:** Tuesday, February 14, 2023 2:34 PM  
**To:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: SKT5885U CLAIMING AGAINST SMR3204K DOA:30.10.2022 \*\*\* LKK REF: CC6/AIG22011651/Apa3

Without Prejudice

Hi Lyna

Kindly provide us with your insured scene video as the screenshot does not really tell the truth.

We look forward to hearing from you soon, thanks.

Regards,

**Sukyi Chong**  
**SM AUTOMOTIVE**

1 Kaki Bukit Ave 6  
Blk C #01-43  
Singapore 417883  
Tel: 6747 9241 Fax: 6741 7276

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**From:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Sent:** Tuesday, February 14, 2023 1:57 PM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SKT5885U CLAIMING AGAINST SMR3204K DOA:30.10.2022 \*\*\* LKK REF: CC6/AIG22011651/Apa3

**Without Prejudice**

Dear Sukyi,

We refer to your email below.

We are unable to consider your client's claim as based on our insured's video footage, your client reversed & hit onto our insured which was travelling straight.

Please find enclosed screen shot that your client's vehicle engaged reverse gear (reverse lights was on).





Thank you.

With warmest regards,  
Ezlyna

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, February 13, 2023 10:32 AM

**To:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>; EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

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

**Subject:** RE: SKT5885U CLAIMING AGAINST SMR3204K DOA:30.10.2022 \*\*\* LKK REF: CC6/AIG22011651/Apa3

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:** sm automotive <[sm\\_automotive@hotmail.com](mailto:sm_automotive@hotmail.com)>

**Sent:** Saturday, 11 February 2023 10:14 AM

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

**Subject:** SKT5885U CLAIMING AGAINST SMR3204K DOA:30.10.2022

Without Prejudice

Hi all

Enclosed LOD and supporting documents for your reference.

We look forward to hearing from you soon for a close case, thanks.

Regards,

**Sukyi Chong**  
**SM AUTOMOTIVE**

1 Kaki Bukit Ave 6

Blk C #01-43

Singapore 417883

Tel: 6747 9241 Fax: 6741 7276

## EzLyna (LKKAUTO)

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**From:** EzLyna (LKKAUTO)  
**Sent:** Wednesday, 15 March 2023 11:07 am  
**To:** Syed-Yusoff, Saliha; Admin A  
**Subject:** RE: 8679957487SG - SF-5969141 - INSD ASKING THE REASON WHY HIS TP CLAIM WAS REJECTED

Dear Saliha,

We refer to your email below.

Yes, I have forwarded our insured's video footage to SM Automotive. I have also called SM Automotive – Ms Sukyi that we are unable to consider their client's claim based on our insured's video footage. She told me her boss has spoken to their client and this case is unable to proceed.

Thank you.

With warmest regards,  
Ezlyna

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**From:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Sent:** Tuesday, March 14, 2023 3:25 PM  
**To:** EzLyna (LKKAUTO) <ezlyna@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: 8679957487SG - SF-5969141 - INSD ASKING THE REASON WHY HIS TP CLAIM WAS REJECTED

Dear Lyna,

When you liaise with SM Automotive, did you forward insured's video to them?

Their client called in again and demand to speak to case handler.

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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**From:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Sent:** Friday, March 3, 2023 10:05 AM

**To:** Paramchand, Varsha <[Varsha.Paramchand@aig.com](mailto:Varsha.Paramchand@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Abd-Latiff, Roszanah <[Roszanah.Abd-Latiff@aig.com](mailto:Roszanah.Abd-Latiff@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Subject:** [EXTERNAL] RE: 8679957487SG - SF-5969141 - INSD ASKING THE REASON WHY HIS TP CLAIM WAS REJECTED

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

Dear Varsha,

We refer to your email below.

We have addressed this issue to SKT5885U's workshop namely SM Automotive to advise their client accordingly.

Thank you.

With warmest regards,  
Ezlyna

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

**Sent:** Friday, 3 March 2023 8:45 AM

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

**Cc:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Abd-Latiff, Roszanah <[Roszanah.Abd-Latiff@aig.com](mailto:Roszanah.Abd-Latiff@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Subject:** RE: 8679957487SG - SF-5969141 - INSD ASKING THE REASON WHY HIS TP CLAIM WAS REJECTED

Hi LKK,

Pls provide updates. Thks

Varsha

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**From:** Paramchand, Varsha

**Sent:** Monday, February 27, 2023 4:34 PM



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

**Cc:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>; Quek, Joyceline-CH <[JoycelineCH.Quek@aig.com](mailto:JoycelineCH.Quek@aig.com)>; Abd-Latiff, Roszanah <[Roszanah.Abd-Latiff@aig.com](mailto:Roszanah.Abd-Latiff@aig.com)>; Rumli, Sharizah <[Sharizah.Rumli@aig.com](mailto:Sharizah.Rumli@aig.com)>

**Subject:** 8679957487SG - SF-5969141 - INSD ASKING THE REASON WHY HIS TP CLAIM WAS REJECTED

Hi LKK,

Insd called & wants to know why his TP claim was rejected.

insured (SKT5885U) got into an accident with SMR3204K (who is also under AIG) in 2022/10/30.

He is being informed that the third party(SMR3204K) has rejected his claim fully. Insured called in to request for more information regarding this.

Kindly advise the status of the claim and details.

Insured details

SKT5885U - 7210016818-01

Third Party(Whom reject claims) details

SMR3204K - [1900263208-03](#)

**Varsha Paramchand**

**AIG**

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +(65) 6419-3000

[www.aig.sg](http://www.aig.sg)

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