

## Xin Yu (LKK Auto)

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**From:** Claims Dept <claims@premiumauto.com.sg>  
**Sent:** Wednesday, January 4, 2023 10:07 AM  
**To:** 'Hor, Yinrul'  
**Cc:** 'Mohd Rizal, Nur Mariah Huibrechts'; 'Nadaraja, Deeban'; 'Chan, Yoke Shi'; 'Azlan, Syazairdina'; Admin A; SUR; 'Claims Dept'  
**Subject:** RE: OD / 2543683405SG / SLF8283Z - Request Police Report, Accident Footage, Undertaking Letter and Interview Form  
**Attachments:** 8283 - FRONT.mp4; G202301037129.pdf; SKM\_450i18050310020.pdf

Dear Yinrul,

We refer to your enquiry as below:

1. Video footage - received
2. Traffic police report - received
3. Reason of late report – Message from the owner

*With regards to the decision to claim, we were waiting for the traffic's police outcome and also didn't know the procedure of claiming as we thought that when we make the insurance report, it will automatic be consider as claiming.*

4. Interview form and undertaking letter – received.

Thank you.

Best Regards,  
Tony Foong  
Senior Claims Advisor

### PREMIUM AUTOMOBILES

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**From:** Hor, Yinrul [mailto:Yinrul.Hor@aig.com]  
**Sent:** Thursday, 22 December 2022 3:30 PM  
**To:** claims@premiumauto.com.sg  
**Cc:** Mohd Rizal, Nur Mariah Huibrechts; Nadaraja, Deeban; Chan, Yoke Shi; Azlan, Syazairdina; Admin A; 'SUR'  
**Subject:** RE: OD / 2543683405SG / SLF8283Z - Request Police Report, Accident Footage, Undertaking Letter and Interview Form

Hi team,

To add on below email, kindly enquire whether SD card has been retrieved from traffic police.  
If yes, kindly forward a copy to us for our further review.

ATTACHMENT(S)

|                                                         |                     |
|---------------------------------------------------------|---------------------|
| Are accident photos available for attachment? .....     | Yes                 |
| Was there any video captured by Car Camera? .....       | Yes                 |
| Reasons for not uploading a video of the accident ..... | WITH TRAFFIC POLICE |

Thanks & Regards,

**Hor Yin Rul (Viviane)**

**AIG**

Claims Adjuster II  
Claims | AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #10-16 Singapore 079120  
Tel +65 6830 7871  
[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com) | [www.aig.sg](http://www.aig.sg)

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**From:** Hor, Yinrul  
**Sent:** Thursday, December 22, 2022 3:20 PM  
**To:** claims@premiumauto.com.sg  
**Cc:** Mohd Rizal, Nur Mariah Huibrechts <NurMariahHuibrechts.MohdRizal@aig.com>; Nadaraja, Deeban <Deeban.Nadaraja@aig.com>; Chan, Yoke Shi <yokeshi.chan@aig.com>; Azlan, Syazairdina <Syazairdina.Azlan@aig.com>; Admin A <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>  
**Subject:** OD / 2543683405SG / SLF8283Z - Request Police Report, Undertaking Letter and Interview Form

Hi team,

We refer to the above OD claim.

Seeking your assistance on the following:

1. Noticed from the GIA report that insured has filed police report, hence seeking your assistance to request complete copy of police report for our further review.

DETAILS OF POLICE ACTION

|                                                 |                                  |
|-------------------------------------------------|----------------------------------|
| Was the accident reported to the police? .....  | Yes                              |
| Police Station Name .....                       | Traffic Police                   |
| Police Station Phone No .....                   | (Phone) +65-65470000             |
| Alt. Police Station Phone No .....              | (Fax) +65-65474900               |
| Police Station Address .....                    | 10 Ubi Avenue 3 Singapore 408865 |
| Was notice of intended Prosecution given? ..... | No                               |
| If yes, against whom? .....                     | -                                |

2. Kindly assist to obtain undertaking letter and interview form for our further review of the claim.
3. Kindly seek advise from insured on reason claiming OD after 6 months from reporting.

Thanks & Regards,

**Hor Yin Rul (Viviane)**

**AIG**

Claims Adjuster II

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #10-16 Singapore 079120

Tel +65 6830 7871

[Yinrul.Hor@aig.com](mailto:Yinrul.Hor@aig.com) | [www.aig.sg](http://www.aig.sg)

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