

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 10 April 2023 2:15 PM  
**To:** ELSIENG\_1@HOTMAIL.COM  
**Subject:** ACCIDENT INVOLVING SMN583G(AIG) AND FBA6865C AT/ALONG SIMEI ST 3 ON 14/12/2022

**NG HONG KEOW** [By Email Only]

Dear Sir/Madam,

**You Ref: SMN583G**  
**Our Ref: CC6/AIG23001915/Upa3**  
**ACCIDENT INVOLVING SMN583G(AIG) AND FBA6865C AT/ALONG SIMEI ST 3 ON 14/12/2022**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from FBA6865C against your insurance policy.

Both parties involved have given conflict of version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

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)

## Hsiao Tong (LKKAuto)

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**From:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Sent:** Wednesday, 14 June 2023 11:47 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** EzLyna (LKKAuto); Admin A  
**Subject:** RE: AIG REF:1708061455SG-003 II TPV: FBA6865C

Dear Hsiao Tong,

Please proceed to temporarily close the file due to inactivity.

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:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, June 14, 2023 9:05 AM  
**To:** Syed-Yusoff, Saliha <Saliha.Syed-Yusoff@aig.com>  
**Cc:** EzLyna (LKKAuto) <ezlyna@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [EXTERNAL] RE: AIG REF:1708061455SG-003 II TPV: FBA6865C

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

Dear Saliha,

Apologised for late response.

Please be informed that third party bike has yet sent in for repair till date. We are not able to finalise repair cost as well.

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:** Syed-Yusoff, Saliha <[Saliha.Syed-Yusoff@aig.com](mailto:Saliha.Syed-Yusoff@aig.com)>

**Sent:** Monday, June 12, 2023 4:51 PM

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

**Subject:** RE: AIG REF:1708061455SG-003 II TPV: FBA6865C

Dear Team,

Kindly revert. This file got picked up for audit.

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  
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**From:** Syed-Yusoff, Saliha  
**Sent:** Tuesday, June 6, 2023 9:00 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Subject:** AIG REF:1708061455SG-003 II TPV: FBA6865C

Dear Team,

May we have update on this matter please?  
Has the COR been finalized?

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  
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