

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 5 February, 2018 8:55 AM
To: OH Vale; TAY Ernest
Cc: Admin A; Olivia Lau (LKKAUTO); Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE>_RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Dear Vale,

We refer to your below email and the contents were noted.

We will proceed to reject the TP claim and will submit our report.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: OH Vale [mailto:vale.oh@axa.com.sg]
Sent: Monday, 5 February, 2018 8:42 AM
To: Vic (LKKAUTO); TAY Ernest
Cc: Admin A; Olivia Lau (LKKAUTO)
Subject: RE: <SEEK MANDATE>_RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Hi Vic

Pls proceed to reject TP and do not finalize with TP workshop.

Agent-Virtual

*Please note we have terminated our fax-line. Hence, please send in your correspondences to our two common mail boxes instead. For OD/TP survey, send it to motor.survey@axa.com.sg and other correspondences send it to motor.doc@axa.com.sg, thanks.

Best Regards

Vale Oh/A.Manager – Motor Claims

AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg

vale.oh@axa.com.sg

Customer Care No. 1800 8804741



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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, July 07, 2017 2:42 PM

To: TAY Ernest <ernest.tay@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Olivia Lau (LKKAUTO)

<olivialau@lkkauto.com>

Subject: RE: <SEEK MANDATE>_RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Dear Ernest,

We refer to our below email.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Vic (LKKAuto)
Sent: Monday, 3 July, 2017 10:12 AM
To: TAY Ernest <ernest.tay@axa.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: <SEEK MANDATE>_RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Dear Ernest,

We refer to our below email.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: OH Vale [<mailto:vale.oh@axa.com.sg>]
Sent: Tuesday, 6 June, 2017 3:09 PM
To: TAY Ernest <ernest.tay@axa.com.sg>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: FW: <SEEK MANDATE>_RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Hi Ernest

Pls assist, tks.

*Please note we have terminated our fax-line. Hence, please send in your correspondences to our two common mail boxes instead. For OD/TP survey, send it to motor.survey@axa.com.sg and other correspondences send it to motor.doc@axa.com.sg, thanks.

Best Regards

Vale Oh/A.Manager – Motor Claims

AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg

vale.oh@axa.com.sg

Customer Care No. 1800 8804741



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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Tuesday, May 23, 2017 4:23 PM

To: OH Vale <vale.oh@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; CHUA Ruth <ruth.chua@axa.com.sg>

Subject: <SEEK MANDATE>_RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Your Ref: C0297655

Our Ref: CC6/AXA14003606/Kha3

Dear Vale,

ACCIDENT INVOLVING VEHICLES XB 5471X (OI) AND XB 7335T (TP) ON 20/02/2014

We refer to the above matter.

It was reported that Insured vehicle had collided to TP vehicle while overtaking the TP vehicle that is making a right turn. A copy of the TP CCTV Footage was already forwarded via accellion.

We had spoken to the Insured PIC Mr Jeeva and he confirmed accident details and was informed of the TP claim and NCD issue on 11/03/2014. OI PIC then forwarded to us their detailed statement and scene photos by email as enclosed.

Summary to offer to repairer **CHENG HOE MOTOR PTE LTD** is as follows:

	TP CLAIMED	REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 22,717.54	\$ 17,227.00
Loss of Use (\$150 x 10 days)	\$ 1,500.00	\$ 1,500.00
LTA Search Fee	\$ 8.00	\$ 8.00
TOTAL	\$ 24,225.54	\$ 18,735.00

Breakdown of days is as follows:

Recommended days	7 days
Weekends / Downtime	3 days
TOTAL	10 days

Relevant supporting claim documents are uploaded in merimen for your perusal.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Ruth Chua [<mailto:ruth.chua@axa.com.sg>]

Sent: Tuesday, 1 November, 2016 11:23 AM

To: Vale Oh <Vale.Oh@axa.com.sg>

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: FW: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Hi Vale

Sorry for the late forwarding.

Thanks & Regards,

Ruth

Ruth Chua (Ms)

Executive - Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

ruth.chua@axa.com.sg

DID: 1800 8804741 (Option 3)

Website: www.axa.com.sg



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From 14 March 2011, AXA Insurance has moved to 8 Shenton Way, #27-01 AXA Tower Singapore 068811.

Our Customer Service Centre will be located at #B1-01. All contact numbers remain unchanged.

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: 27 October, 2016 2:18 PM

To: Ruth Chua

Cc: Admin A; Vic (LKKAuto)

Subject: RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Dear Ruth,

We refer to your below email.

Please be informed that we managed to have the TP CCTV Footage (copy sent via Accellion). Based on the footage, TP was driving on a single lane dual carriage and made a right turn to enter the building premises when OI vehicle overtakes and collided to TP vehicle.

As such, under bola 33, OI vehicle is more liable.

We will now proceed to do DS with TP claimant as per your below email.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Ruth Chua [<mailto:ruth.chua@axa.com.sg>]

Sent: Thursday, 18 September, 2014 9:02 AM

To: Vic <vicalpeh@lkkauto.com>

Subject: FW: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Dear Vic,

Please provide your advice.

Thanks & Regards,

Ruth

Ruth Chua (Ms)

Executive – Motor Claims

AXA Insurance Singapore Pte Ltd
8 Shenton Way, #27-01 AXA Tower, Singapore 068811
ruth.chua@axa.com.sg
DID: (65) 6880 4087
Website: www.axa.com.sg



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Our Customer Service Centre will be located at #B1-01. All contact numbers remain unchanged.**



Please consider the environment before printing this email

From: Vic [<mailto:vicalpeh@lkkauto.com>]
Sent: 17 September, 2014 5:23 PM
To: Ruth Chua
Cc: Admin-B (LKK Auto); Vic
Subject: RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Our Ref: CC6/AXA14003606/Kh2b3

Dear Ms Ruth,

We refer to the below email.

Please be informed that we had spoken to the insured company Person-in-charge where they insisted that they are not at fault and doesn't want to settle the TP claim.

There were no CCTV footage and independent witness available. However, the insured managed to provide the scene photos. Please refer to the attached email and photos for your reference.

No further evidence provided by TP.

Kindly advise further instruction.

Thank you.

Kind Regards,
Vic Alpeh
LKK Auto Consultants Pte Ltd
51 Ubi Avenue 1 #01-25
Paya Ubi Industrial Park
Singapore 408933
DID : 65- 6841 2096
Fax : 65- 6741 4108
Email: vicalpeh@lkkauto.com

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From: Ruth Chua [<mailto:ruth.chua@axa.com.sg>]
Sent: Monday, 24 March, 2014 9:56 AM
To: Admin-B (LKK Auto)

Cc: Sharon Yee; Vic

Subject: RE: WP (OSP) / Cheng Hoe Motor / C0297655 / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Hi Jojo

Premium is cleared. Please proceed with DS.

Please note insured was travelling straight when third party turned.

Thanks & Regards,

Ruth

Ruth Chua (Ms)

Executive – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

ruth.chua@axa.com.sg

DID: (65) 6880 4087 Fax: (65) 6880 4838

Website: www.axa.com.sg



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Our Customer Service Centre will be located at #B1-01. All contact numbers remain unchanged.



Please consider the environment before printing this email

From: Ruth Chua

Sent: Thursday, March 20, 2014 9:10 AM

To: 'Jojo Ngai '

Cc: Sharon Yee; Vic

Subject: RE: WP (OSP) / Cheng Hoe Motor / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Hi Jojo,

Premium is still outstanding.

Thanks & Regards,

Ruth

Ruth Chua (Ms)

Executive – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

ruth.chua@axa.com.sg

DID: (65) 6880 4087 Fax: (65) 6880 4838

Website: www.axa.com.sg



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Our Customer Service Centre will be located at #B1-01. All contact numbers remain unchanged.

From: Jojo Ngai [<mailto:admin-b@lkkauto.com>]
Sent: Wednesday, March 12, 2014 10:21 AM
To: Ruth Chua
Cc: Sharon Yee; Vic
Subject: RE: WP (OSP) / Cheng Hoe Motor / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Dear Ruth,

We refer to your below email.

Enclosed herewith the attachment for your perusal.

Meanwhile, kindly advise whether we can proceed for direct settlement for this case.

Thanks & Regards
Jojo Ngai
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1,
#01-25 Paya Ubi Industrial Park,
Singapore 408933
DID : 6742 8617
Fax : 6741 4108



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From: Ruth Chua [<mailto:ruth.chua@axa.com.sg>]
Sent: Monday, 10 March, 2014 1:22 PM
To: 'admin-b@lkkauto.com'; 'assignments@lkkauto.com'; 'sur@lkkauto.com '
Subject: RE: WP (OSP) / Cheng Hoe Motor / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

Hi LKK,

Please retrieve DL from insured driver. Thanks.

Thanks & Regards,
Ruth

Ruth Chua (Ms)
Executive – Motor Claims
AXA Insurance Singapore Pte Ltd
8 Shenton Way, #27-01 AXA Tower, Singapore 068811
ruth.chua@axa.com.sg
DID: (65) 6880 4087 Fax: (65) 6880 4838
Website: www.axa.com.sg



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Our Customer Service Centre will be located at #B1-01. All contact numbers remain unchanged.



Please consider the environment before printing this email

From: Tan Tiong Beng
Sent: Thursday, March 06, 2014 5:16 PM
To: admin-b@lkkauto.com; assignments@lkkauto.com; sur@lkkauto.com
Cc: Ruth Chua
Subject: WP (OSP) / Cheng Hoe Motor / P1450576 / OD XB5471X / TP XB7335T / 20.02.14 / EST \$22,494.91 / TP X/S \$1000 / RC

RISK 1 – P1450576

CLAIM RECEIVED : 24.02.14

XB5471X (INSD) C/W XB7335T

VTP - \$18,000

ASSESSOR – LKK 06.03.14

NCD – Y

RC 06.03.14

From: Jojo Ngai [<mailto:admin-b@lkkauto.com>]
Sent: Thursday, 06 March, 2014 4:10 PM
To: Winnie Ho Ping Ping; Kitty Teo Poh Guek; Tan Tiong Beng
Cc: KKLau; Sharon Yee
Subject: RE: Direct Settlement - Acc Invl XB 5471X(OI : AXA - TBA) & XB 7335T(TP : LKK - CC3/AXA14003606/Ksb3) on 20.02.2014

Dear Sir/Madam,

We refer to the above matter.

Kindly advise whether we can proceed for direct settlement for this case. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thanks & Regards
Jojo Ngai
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1,
#01-25 Paya Ubi Industrial Park,
Singapore 408933
DID : 6742 8617
Fax : 6741 4108



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From: Jojo Ngai [<mailto:admin-b@lkkauto.com>]
Sent: Monday, 24 February, 2014 6:34 PM

To: 'Winnie Ho Ping Ping'; 'Kitty Teo Poh Guek'; 'Tan Tiong Beng'

Cc: KKLau; Sharon Yee

Subject: Direct Settlement - Acc Invl XB 5471X(OI : AXA - TBA) & XB 7335T(TP : LKK - CC3/AXA14003606/Ksb3) on 20.02.2014

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle XB 7335T AT M/s Cheng Hoe Motor Pte Ltd.

Enclosed herewith a copy of TP's GIA report & photos for your perusal.

Please be informed that our estimated cost of repair is not ready yet.

Kindly take note that the case handler in-charge is Sharon and she can be contacted at DID: 6749 4274.

Thanks & Regards

Jojo Ngai

LKK Auto Consultants Pte Ltd

51 Ubi Ave 1,

#01-25 Paya Ubi Industrial Park,

Singapore 408933

DID : 6742 8617

Fax : 6741 4108



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