

Vic (LKKAUTO)

From: OH Vale <vale.oh@axa.com.sg>
Sent: Wednesday, 20 February, 2019 4:59 PM
To: Vic (LKKAUTO)
Cc: Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF LKK REF CC6/AXA14020316/M1ha3

Hi Vic

Please send reminder to TP and advise them to come back within the next 2 weeks, if not we shall proceed to close off the file.

*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: Wednesday, February 20, 2019 11:46 AM
To: OH Vale <vale.oh@axa.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF LKK REF CC6/AXA14020316/M1ha3

Dear Vale,

We refer to your below email.

Please be informed that we are pending for offer acceptance from TP.

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: Wednesday, 20 February, 2019 11:27 AM

To: Vic (LKKAuto)

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF LKK REF CC6/AXA14020316/M1ha3

Hi Vic

Refer to the above.

Please advise status urgently, thanks.

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Best Regards

Vale Oh/A.Manager – Motor Claims

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Customer Care No. 1800 8804741



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

Sent: Tuesday, October 30, 2018 4:23 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; LOH Cynthia <cynthia.loh@axa.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF LKK REF CC6/AXA14020316/M1ha3

Dear Vale,

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

We will proceed to offer to TP at max of global sum **\$10,000.00** (All in).

With regards to the mandate request for this matter, it was submitted on a later date since we received the complete estimate with parts prices submitted by the repairer on a later date.

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: Wednesday, 29 August, 2018 4:39 PM

To: Vic (LKKAuto)

Cc: Admin A; Hsiao Tong (LKKAuto); LOH Cynthia

Subject: RE: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF

Hi Vic

Refer to your email below.

The cost of repair is too high! We are looking at a global sum of S\$10K (all in).

On mandates, may we have your explanation on the delay of this matter as well, thanks.

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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

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Please consider the environment before printing this email

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

Sent: Monday, August 27, 2018 9:39 AM

To: OH Vale <vale.oh@axa.com.sg>; TAY Ernest <ernest.tay@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; LOH Cynthia <cynthia.loh@axa.com.sg>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF

Dear Vale,

Please find attached documents as requested.

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: Monday, 27 August, 2018 9:08 AM

To: Vic (LKKAUTO); TAY Ernest

Cc: Admin A; Hsiao Tong (LKKAUTO); LOH Cynthia

Subject: RE: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF

Hi Vic

Pls resend the supporting documents to me for mandates, thanks.

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

Sent: Friday, August 24, 2018 2:59 PM

To: TAY Ernest <ernest.tay@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; LOH Cynthia <cynthia.loh@axa.com.sg>

Subject: <SEEK MANDATE> RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ --- NON MCF

Dear All,

We refer further to the subject matter.

Please find attached email for your info as requested.

For your approval 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: TAY Ernest [<mailto:ernest.tay@axa.com.sg>]

Sent: Thursday, 26 July, 2018 6:26 PM

To: Hsiao Tong (LKKAuto)

Cc: Vic (LKKAuto); Admin A; OH Vale

Subject: RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ ---
NON MCF

Dear Hsiao Tong,

We refer to your email below.

Please update Vale soon.

Thank you.

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

With Regards,

Ernest Tay | Specialist, Motor (Property) Claims

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

Email: ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



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

Sent: Monday, June 04, 2018 11:09 AM

To: LOH Cynthia <cynthia.loh@axa.com.sg>

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

Subject: RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ ---
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Hi Cynthia,

Noted.

We will check and get back to you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: LOH Cynthia [<mailto:cynthia.loh@axa.com.sg>]

Sent: Monday, 4 June 2018 10:49 AM

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

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

Subject: RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ ---
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Dear Hsiao Tong,

We refer to Vic's email below dated 17.04.18 and our tele-conversation moments ago.

We are of the view that the mandate requested is not justifiable. Please kindly obtain a copy of the CI from TP for further assessment.

Thanks & Regards,

Cynthia Loh | Specialist, Motor Claims Department

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

Email: cynthia.loh@axa.com.sg

Customer Care No. 1800 8804741



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From: CHAN Kian Chuan

Sent: Monday, May 28, 2018 10:19 AM

To: LOH Cynthia <cynthia.loh@axa.com.sg>

Cc: NG Stacey <stacey.ng@axa.com.sg>; TAY Ernest <ernest.tay@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: FW: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ
Importance: High

Hi Cynthia,

Fyna, please.

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department

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

Email: kianchuan.chan@axa.com.sg

Customer Care No. 1800 8804888



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From: OH Vale

Sent: Friday, May 25, 2018 4:15 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; TAY Ernest <ernest.tay@axa.com.sg>; LOH Cynthia <cynthia.loh@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>

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

Subject: FW: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ

Hi all

Pls assist, file in EDM, thanks.

*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

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vale.oh@axa.com.sg

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

Sent: Monday, May 21, 2018 2:56 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; TAY Ernest <ernest.tay@axa.com.sg>; CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Subject: RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ

Dear Vale,

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: Tuesday, 17 April, 2018 3:41 PM

To: Vale Oh

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ

Your Ref: C0320381

Our Ref: CC6/AXA14020316/M1ha3

Dear Vale,

ACCIDENT INVOLVING SJV 6468K(OI) / JLX 8681 (TP)/ OTHERS ON 24/10/2014 ALONG PIE

It was reported that insured vehicle was involved in a 3 vehicle chain collision and was the last vehicle and rear-ended TP vehicle (2nd car) which is a Foreign Registered Vehicle. As such, no BOLA scenario is applicable.

We did clarify with Insured on the nature of accident and he agreed to settle the claim and is aware of NCD issue.

Summary to offer to repairer **EM1- AUTO PTE LTD** is as follows:

	TP CLAIMED	REVISED - TO OFFER
Cost of Repairs (w/gst)	\$ 36,148.88	\$ 20,330.00
Loss of Use	\$ 480.00 (\$60 x 8 days)	\$ 240.00 (30 x 8 days)
Vehicle Entrance Pass	\$ 210.00	\$ 210.00
LTA Search Fee	\$ 5.35	\$ 5.35
TOTAL	\$ 36,844.23	\$ 20,785.35
@80% - 100%		\$ 16,500.00 – \$ 20,785.35

Breakdown of days is as follows:

Our surveyor's recommended days to repair	13 days

We had researched for the TP vehicle make/model, The Proton Exora was officially launched in Malaysia on 15 April 2009 and was priced between RM69,998.00 – RM75,998.00 (SG\$27,334.22 – SG\$29,677.22). (Source: https://en.wikipedia.org/wiki/Proton_Exora)

We had also confirmed with our surveyor that at the time of accident (October 2014), the new Proton Exora vehicle cost around RM80,000.00 (SG\$31,240.00) in the Malaysian market. At the time of accident, TP vehicle is already a 5 year old vehicle.

We also noted that at the time, the exchange rate is RM0.3905 = SG\$1.00 (14 October 2014).

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval 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: Vic

Sent: Monday, 4 January, 2016 3:22 PM

To: Jim Zheng

Cc: Admin A; Vic

Subject: RE: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ

Dear Jim,

Please be informed that a duly completed pricing of the estimated repair cost that was recently handed to us and our preliminary advice is attached herewith for your perusal.

Thank you.

"Wishes you a Happy New Year 2016"

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: Tan Tiong Beng [<mailto:tantiong.beng@axa.com.sg>]

Sent: Thursday, 30 October, 2014 3:50 PM

To: Admin-B (LKK Auto); assignments; SUR

Cc: Jim Zheng; Ivy Yong

Subject: Direct Settlement / EM-1 Auto / C0320381 / OD SJV6468K / TP JLX8681 / 24.10.14 / EST : TBA / JZ

Dear Ivy,

Pls input VAT in AS400. Thank you.

From: Admin-B (LKK Auto) [<mailto:admin-b@lkkauto.com>]

Sent: Thursday, October 30, 2014 2:23 PM

To: Winnie Ho Ping Ping; Tan Tiong Beng; Jacy Goh Lay Ting

Cc: 'Kathy Lai'; 'Vic'; 'KKLau'

Subject: Direct Settlement - Acc Invl SJV 6468K (OI : AXA - TBA) & JLX 8681 (TP : LKK - CC6/AXA14020316/M1h2y3)
on 24.10.2014

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle JLX 8681 AT M/s EM-1 Auto Pte Ltd.

Enclosed herewith a copy of TP's police report for your perusal.

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

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID 6841 2096.

Thanks & Regards,
YIN SIEW
LKK Auto Consultants Pte Ltd
DID: 6366 0055
FAX: 6741 4108

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