

Vic (LKKAUTO)

From: NG Stacey <stacey.ng@axa.com.sg>
Sent: Sunday, 25 March, 2018 7:19 PM
To: Vic (LKKAUTO)
Cc: Admin A; Olivia Lau (LKKAUTO)
Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Hi Vic

Please proceed to offer max \$100 per day for LOU.

Thanks.

Regards

Stacey Ng | Assistant Manager, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: stacey.ng@axa.com.sg
Customer Care No. 1800 8804888



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From: CHUA Ruth
Sent: Friday, February 09, 2018 6:59 PM
To: NG Stacey <stacey.ng@axa.com.sg>
Subject: FW: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Hi Stacey

C0326716 - Kindly assist. Thank you.

Ruth Chua | Specialist, Motor (Property) Claims
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: ruth.chua@axa.com.sg
DID: 1800 880 4888





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

Sent: 01 February, 2018 9:42 AM

To: CHUA Ruth <ruth.chua@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

We refer to your below email.

Please find enclosed copy of our report and inspection photos as requested.

For your 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: CHUA Ruth [<mailto:ruth.chua@axa.com.sg>]

Sent: Friday, 12 January, 2018 2:31 PM

To: Vic (LKKAuto)

Cc: Admin A; Asher Sng (LKKAuto)

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Importance: High

Dear Vic

Please let us have your survey report for SGU3853S before we comment further.

**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.*

Ruth Chua | Specialist, Motor (Property) Claims



AXA'S VALUES AT WORK:



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INTEGRITY



COURAGE



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

Sent: 12 January, 2018 11:06 AM

To: CHUA Ruth <ruth.chua@axa.com.sg>

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

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

We refer to our below email.

Please advise if we maintain LOU @ \$80/day or accept TP proposal of \$100/day.

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 (LKKAuto)

Sent: Wednesday, 13 December, 2017 10:00 AM

To: CHUA Ruth

Cc: Admin A; Vic (LKKAuto); Asher Sng (LKKAuto)

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

We refer further to our below email.

For your approval and/or further instruction please as TP is chasing for settlement.

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 (LKKAUTO)

Sent: Friday, 23 June, 2017 3:34 PM

To: CHUA Ruth

Cc: Admin A; Vic (LKKAUTO)

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Importance: High

Dear Ruth,

We refer further to our below email.

Please be informed that our offer as per below breakdown to TP was rejected.

Cost of Repair (w/gst)	\$	5,029.00
Loss of Use (\$80 x 5 days)	\$	400.00
LTA Search Fee	\$	5.35
TOTAL	\$	5,434.35

TP claimant rejected our offer of LOU at \$80/day and insisted on **\$100/day**.

TP vehicle is Mercedes E200 class with 1796cc.

Please advise, otherwise, claimant will pass to their solicitor for further handling.

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 (LKKAuto)

Sent: Monday, 12 June, 2017 5:45 PM

To: CHUA Ruth <ruth.chua@axa.com.sg>

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

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

Noted with thanks.

We will proceed to settle at best as instructed.

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

Sent: Monday, 12 June, 2017 5:30 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Importance: High

Dear Vic

Please proceed to wrap up the matter. Thanks.

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Ruth Chua | Specialist, Motor (Property) Claims

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

Email: ruth.chua@axa.com.sg

DID: 1800 880 4888



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

Sent: 19 October, 2016 5:50 PM

To: Ruth Chua <ruth.chua@axa.com.sg>

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

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

We refer to your below email.

Please be informed that we do not have a copy of the Insured's Driver's Driving Licence (front and back of the card) in order to check if OID have any outstanding offences.

However, at the time when we check his Driving Licence status using his NRIC and DOB on 02/01/2015 as per the GIA report, OID driving licence is valid for classes 3,4,5 (see enclosed).

Kindly advice.

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: Ruth Chua [<mailto:ruth.chua@axa.com.sg>]
Sent: Wednesday, 19 October, 2016 5:29 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>
Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Vic

Could you check from Eddies Traffic Police website?

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: 13 October, 2016 5:05 PM
To: Ruth Chua
Cc: Admin A; Jas Khine (LKKAuto); Vic (LKKAuto)
Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

We refer further to our below email.

Please be informed that we had just received TP LOD with attached PIR and Medical Bills.

Unfortunately, we are unable to obtain OID Driving Licence despite several request made.

Please advise if we can proceed to do D/S and settle the TP claim.

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: Mei Kwan (LKK Auto)

Sent: Friday, 27 May, 2016 1:54 PM

To: Ruth Chua <ruth.chua@axa.com.sg>; Vic <vicalpeh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jas Khine (LKK Auto) <jaskhine@lkkauto.com>

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

Thank you for your email.

We are currently pending for TP LOD.

Please refer to the attached email for more information.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Friday, 27 May, 2016 1:45 PM

To: Mei Kwan (LKK Auto); Vic

Cc: Admin A; Jas Khine (LKK Auto)

Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Mei Kwan

Please let us have an update of this case. Thank you

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



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From: Mei Kwan (LKK Auto) [<mailto:Meikwan@lkkauto.com>]
Sent: 10 September, 2015 10:19 AM
To: Ruth Chua; Vic
Cc: Admin A; Jas Khine (LKK Auto)
Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

Thank you for your email.

Please be informed that Kathy was no longer in service with M/s LKK Auto Consultants Pte Ltd.

Our respective case handler will look into the matter and revert to you in due course.

Dear Vic,

For your information and necessarily action please. Our ref: CC6/AXA14023875/Rhy3.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Ruth Chua [<mailto:ruth.chua@axa.com.sg>]
Sent: Thursday, 10 September, 2015 10:06 AM
To: Admin-B; Kathy Lai
Cc: Vic
Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear LKK,

No updates since Jan 2015?

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: Admin-B (LKK Auto) [<mailto:admin-b@lkkauto.com>]
Sent: 06 January, 2015 12:03 PM
To: Ruth Chua; 'Kathy Lai'
Cc: 'Vic'
Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear Ruth,

Noted.

Dear Kathy,

Kindly assist. Our Ref : CC6/AXA14023875/Rhy3

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

From: Ruth Chua [<mailto:ruth.chua@axa.com.sg>]
Sent: Tuesday, 6 January, 2015 11:36 AM
To: admin-b@lkkauto.com; assignments@lkkauto.com; sur@lkkauto.com
Subject: RE: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

Dear LKK

Please assist to get Ol's driving license. Thank you.

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: Tan Tiong Beng
Sent: 31 December, 2014 12:57 PM
To: admin-b@lkkauto.com; assignments@lkkauto.com; sur@lkkauto.com
Cc: Ruth Chua; Tan Chia Ling (PSC); Ong Eng Hong (PSC); pinglin.chang@axa.com.my; siyu.lim@axa.com.my
Subject: Direct Settlement / MBM Wheelpower / P1549198 / OD PC9688B / TP SGU3853S / 22.12.14 / EST \$8420.37 / TP X/S \$1500 / RC

RISK 1 – P1549198

CLAIM RECEIVED : 26.12.14

PC9688B (INSD) C/W SGU3853S

VTP

ASSESSOR – LKK 31.12.14

NCD – Y

RC 31.12.14

From: Admin-B (LKK Auto) [<mailto:admin-b@lkkauto.com>]
Sent: Friday, December 26, 2014 2:24 PM
To: Winnie Ho Ping Ping; Tan Tiong Beng; Jacy Goh Lay Ting
Cc: 'Vic'; 'Kathy Lai'; 'KKLau'
Subject: Direct Settlement - Acc Invl PC 9688B (OI : AXA - TBA) & SGU 3853S (TP : LKK - CC6/AXA14023875/Rhy3) on 22.12.2014

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SGU 3853S AT M/S MBM Wheelpower Pte Ltd.

Enclosed herewith a copy of TP's GIA report , police report, estimated cost of repair and preliminary advice for your perusal.

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.

"Wishes you a Merry Christmas & Happy New Year 2015"

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

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