

Veron Chen (LKKAuto)

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**From:** HO Winnie <winnie.ho@axa.com.sg>  
**Sent:** Thursday, 11 January, 2018 2:27 PM  
**To:** Naz (LKKAuto)  
**Cc:** Bryan Ang (LKKAuto); SUR; KKLau; ANG Yvonne  
**Subject:** AXA Claim No: S7M005JG ; SLD 1405X ; D.O.A. 25/10/17 (Fire Case)

Hi Naz,

Pls advise the cause of the burnt smell followed by white smoke emitting from the front portion of the engine, engine oil seepage from the front portion of the top camshaft cover of the engine. (is it due to wear & tear?)

Thanks & Regards

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Winnie Ho, Senior Admin Assistant, Motor Claims Department  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [winnie.ho@axa.com.sg](mailto:winnie.ho@axa.com.sg)  
Customer Care No. 1800 8804741 / Fax: (65) 6880 4838



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**From:** Naz (LKKAuto) [mailto:Naz@lkkauto.com]  
**Sent:** 10 January, 2018 4:36 PM  
**To:** HO Winnie <winnie.ho@axa.com.sg>  
**Cc:** Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>; KKLau <kklau@lkkauto.com>  
**Subject:** Re: AXA Claim No: S7M005JG ; SLD 1405X ; D.O.A. 25/10/17 (Fire Case)

Dear Ms Winnie,

Attached herewith is the Fire Investigation Report.

A hardcopy of the report will be forwarded to your office in due course.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Naz (LKKAuto)  
**Sent:** Monday, 8 January 2018 12:59:12 PM  
**To:** [winnie.ho@axa.com.sg](mailto:winnie.ho@axa.com.sg)  
**Cc:** Bryan Ang (LKKAuto); SUR; KKLau  
**Subject:** Re: AXA Claim No: S7M005JG ; SLD 1405X ; D.O.A. 25/10/17 (Fire Case)

Dear Ms Winnie,

I have completed the Fire Investigation Report and forwarded it to Mr Lau and my senior for review. I will email it to you once they have gone through it.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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**From:** Naz (LKKAuto)  
**Sent:** Friday, 22 December 2017 6:07 PM  
**To:** [winnie.ho@axa.com.sg](mailto:winnie.ho@axa.com.sg)  
**Cc:** Bryan Ang (LKKAuto); SUR  
**Subject:** Re: AXA Claim No: S7M005JG ; SLD 1405X ; D.O.A. 25/10/17 (Fire Case)

Dear Ms Winnie,

As per your instruction via our telephone conversation on 22/12/2017 at 1630 hours, here are the events which transpired during my attempt to inspect the Insured Vehicle on 19/12/17 at SME Motor at 1430 hours. The workshop personnel informed me that the Insured Vehicle had been repossessed over the weekend by the finance company; Effizzig Credit.

I managed to contact Effizzig Credit and get authorization to inspect the Insured Vehicle at their repossession compound later that same day. have performed the vehicle inspection.

The Insured, Ms Pereira has yet to answer my call. I have sent her a text message to return my call a.s.a.p.

I shall update you accordingly.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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**From:** Naz (LKKAuto)

**Sent:** Tuesday, 19 December 2017 1:01 PM

**To:** [winnie.ho@axa.com.sg](mailto:winnie.ho@axa.com.sg)

**Cc:** Bryan Ang (LKKAuto); SUR

**Subject:** AXA Claim No: S7M005JG ; SLD 1405X ; D.O.A. 25/10/17 (Fire Case)

Dear Ms Winnie,

I have received the assignment and will proceed with the investigation.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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