

Hsiao Tong (LKKAuto)

From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Wednesday, 20 September, 2017 5:46 PM
To: TAY Ernest
Subject: RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCL.JL.ro.50929.12.nnm | Our Ref: C0255068MC/TE
Attachments: 1878_001.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

Dear Ernest

Enclosed please find the relevant documents for your kind attention.

Kindly advise if the documents sufficient, otherwise we shall be send the file back to the warehouse.

Best regards,
Ruby Ong
Secretary
M/s Hin Tat Augustine & Partners
20 Upper Circular Road
#02-10/12 The Riverwalk
Singapore 058416
Tel : 6533 0212 ext 257
Fax : 6533 0313 / 6338 3536
www.htapartners.com.sg

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From: Ruby Ong [mailto:ruby@htapartners.com.sg]
Sent: Tuesday, September 19, 2017 8:52 AM
To: 'TAY Ernest' <ernest.tay@axa.com.sg>
Subject: RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCL.JL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ernest

Apologies for the late reply.

We are in the midst of recalling the file from the warehouse. There will be no charges...goodwill.

Once we have the file, we shall let you know.

Best regards,
Ruby Ong
Secretary
M/s Hin Tat Augustine & Partners
20 Upper Circular Road
#02-10/12 The Riverwalk
Singapore 058416

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From: TAY Ernest [<mailto:ernest.tay@axa.com.sg>]
Sent: Monday, September 04, 2017 9:14 AM
To: Ruby Ong <ruby@htapartners.com.sg>
Subject: RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCL.JL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ruby,

We refer to your email below.

Yes, we wish to know the result of that claim. Is there any fee chargeable for doing so?

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: Ruby Ong [<mailto:ruby@htapartners.com.sg>]
Sent: Monday, September 04, 2017 9:05 AM
To: TAY Ernest <ernest.tay@axa.com.sg>
Subject: RE: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCL.JL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ernest

The matter was handled by me however, the matter has long been settled and the file has been archived and sent to the warehouse in April 2015.

Unfortunately, I don't have the soft copy as my computer was attacked by some virus and all my documents have been wiped out.

Do you need us to recall the file?

Best regards,
Ruby Ong
Secretary
M/s Hin Tat Augustine & Partners
20 Upper Circular Road
#02-10/12 The Riverwalk
Singapore 058416
Tel : 6533 0212 ext 257
Fax : 6533 0313 / 6338 3536

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From: TAY Ernest [<mailto:ernest.tay@axa.com.sg>]

Sent: Friday, September 01, 2017 7:43 PM

To: Ruby Ong <ruby@htapartners.com.sg>

Subject: Accident involving GU4408M & SHD6606H on 30 Nov 2012 | Your Ref: TCL.JL.ro.50929.12.nnm | Our Ref: C0255068MC/TE

Dear Ruby,

We refer to the subject matter.

Based on our record, we understand that your mutual client (our insured) had appointed your office to handle his claim against third party insurer, First Capital Insurance. The matter was handled by your colleague, Jerny Loh.

We are aware that your client had rejected 50% offer by First Capital Insurance, and eventually seeking 80% for settlement instead. Please assist to confirm if this is true, and also to share with us on the outcome of the matter.

At this juncture, third party claimant has returned to seek claim from us, and this is why we are requesting your office for the above information.

If this matter is not under your care; please assist to forward this email to your colleague who is in charge of it.

We seek your cooperation and hope to hear from you soon.

Thank you.

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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

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