

Zaini (LKK Auto)

From: Zaini (LKK Auto)
Sent: Wednesday, 24 January 2018 11:58 AM
To: 'MYENOH@GMAIL.COM'
Cc: Hsiao Tong (LKKAuto)
Subject: YOUR REF: EP 1616Z_ACCIDENT INVOLVING EP 1616Z AND XD 7871B ALONG ORCHARD ROAD ON 08.01.2018

24 JANUARY 2017

TOH AI LING

Dear Sir/Madam,

OUR REF : CC4/ASM18000721/Uka3
YOUR REF : EP 1616Z
ACCIDENT INVOLVING EP 1616Z AND XD 7871B ALONG ORCHARD ROAD ON 08.01.2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from VFIX AUTO SERVICE PTE LTD, acting on behalf of the owner of XD 7871B against your motor insurance policy.

Based on the accident report, accident scenario, this is a conflicting version pending concrete evidence from both parties to determine the liable party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this email.

Your full co-operation in the handling of the claim is required and kindly submit the following to Zaini@lkkauto.com within 10 days from the date of this email **if not provided at AXA's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This email should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at Zaini@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

Zaini Kusaini | Case Handler

LKK Auto Consultants Pte Ltd

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