

## Vic (LKKAuto)

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**From:** ANG Yvonne <yvonne.ang@axa.com.sg>  
**Sent:** Wednesday, 4 December, 2019 3:55 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Vic (LKKAuto); Hsiao Tong (LKKAuto)  
**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S (Oref: C0258673) \*\*\* LKK REF: CC3/AXA12023990/Kha3q2-1

Hi Mei Kwan

As spoken, please proceed and proposed settlement at 20% liability. Thanks

### Regards

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**Yvonne Ang** | Assistant Manager, 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: [yvonne.ang@axa.com.sg](mailto:yvonne.ang@axa.com.sg)  
Customer Care No. 1800 8804888



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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Monday, December 2, 2019 5:55 PM  
**To:** ANG Yvonne <yvonne.ang@axa.com.sg>  
**Cc:** Vic (LKKAuto) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** [EXTERNAL] RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S (Oref: C0258673) \*\*\* LKK REF: CC3/AXA12023990/Kha3q2-1

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Yvonne,

We received LOD from T/cab in Dec 2017.

Subsequently, we seek instruction the following month to the different handlers.

Please refer to the below email.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

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**From:** ANG Yvonne <yvonne.ang@axa.com.sg>  
**Sent:** Monday, 2 December, 2019 4:48 PM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** Vic (LKKAuto) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S (Oref: C0258673) \*\*\* LKK REF: CC3/AXA12023990/Kha3q2-1

Dear Mei Kwan

As spoken, we have resolved around 20% for the BI component.

This case already under time bar, kindly advise when did your side receive the LOD and what caused the delay in processing

## Regards

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**Yvonne Ang** | Assistant Manager, 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: [yvonne.ang@axa.com.sg](mailto:yvonne.ang@axa.com.sg)  
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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Friday, November 22, 2019 9:44 AM  
**To:** ANG Yvonne <[yvonne.ang@axa.com.sg](mailto:yvonne.ang@axa.com.sg)>  
**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S (Oref: C0258673) \*\*\* LKK REF: CC3/AXA12023990/Kha3q2-1

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Yvonne,

We refer to our tele-conversation ago.

Understand that this case has been time barred. TP would like to appeal on the settlement of the TP PD claim.

We seek for your kind assistance to advise instruction if we may proceed to negotiate settlement with M/s Trans-cab as they chase for an offer.

As spoken, kindly assist to check on injury claim if how much liability in our insured's favour.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** GO Sashe <[sashe.goms@axa.com.sg](mailto:sashe.goms@axa.com.sg)>

**Sent:** Tuesday, 3 September, 2019 11:49 AM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S (Oref: C0258673)

Dear Vivian

We have informed Transcab that this case has been time barred.

Please request them to refer to the outstanding list that was ongoing.

Thank you.

Regards



**Sashe Go**

Motor Claims

AXA Insurance Pte Ltd

8 Shenton way AXA Tower #24-01

Singapore 068811

Tel +65 6880 4762

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**From:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Sent:** Tuesday, September 3, 2019 11:40 AM

**To:** GO Sashe <[sashe.goms@axa.com.sg](mailto:sashe.goms@axa.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** [EXTERNAL] RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Sashe,

We refer to the subject and to our e-mails below.

We seek for your kind assistance to advise instruction if we may proceed to negotiate settlement with M/s Trans-cab as they chase for an offer.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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

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**From:** Vivian Lau (LKKAuto)

**Sent:** Wednesday, 10 July, 2019 3:52 PM

**To:** GO Sashe <[sashe.goms@axa.com.sg](mailto:sashe.goms@axa.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Sashe,

We refer to the subject and to our e-mails below.

We seek for your kind assistance to advise instruction if we may proceed to negotiate settlement with M/s Trans-cab as they chase for an offer.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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

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**From:** Joy Irene (LKKAuto)

**Sent:** Thursday, 11 October 2018 2:28 PM

**To:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>; CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Cc:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** FW: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Richard/ KC,

We refer to the subject and to our e-mails below.

We seek for your kind assistance to advise instruction if we may proceed to negotiate settlement with M/s Transcab as they chase for an offer.

For your response.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Joy Irene (LKKAuto)  
**Sent:** Wednesday, 25 April 2018 2:49 PM  
**To:** TAY Ernest <[ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Ernest,

We refer to our e-mail dated 19.01.2018.

Kindly advise instruction if we may proceed to settle TP claim.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** LOH Cynthia [<mailto:cynthia.loh@axa.com.sg>]  
**Sent:** Tuesday, 10 April 2018 1:57 PM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; TAY Ernest <[ernest.tay@axa.com.sg](mailto:ernest.tay@axa.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Hi Irene,

Please note that the above claim is now handled by Ernest.

Aside to Ernest,

Fyna - C0258673.

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](http://www.axa.com.sg)  
Email: [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)  
Customer Care No. 1800 8804741



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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Tuesday, April 10, 2018 1:51 PM  
**To:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Cynthia,

C0258673

Please advise instruction.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** LOH Cynthia [<mailto:cynthia.loh@axa.com.sg>]  
**Sent:** Tuesday, 10 April 2018 1:42 PM  
**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Irene,

Flossie had left AXA since Jan 2018. Please provide claim no. for easy reference.

Thanks & Regards,

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Cynthia Loh | Specialist, 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: [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)  
Customer Care No. 1800 8804741



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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Tuesday, April 10, 2018 1:34 PM  
**To:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>  
**Cc:** ANG Flossie <[flossie.ang@axa.com.sg](mailto:flossie.ang@axa.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Ms. Cynthia,

We refer to our e-mail dated 19.01.2018.

Kindly advise instruction if we may proceed to settle TP claim.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Joy Irene (LKKAuto)

**Sent:** Friday, 19 January 2018 9:31 AM

**To:** Cynthia Loh <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>

**Cc:** Flossie Ang <[Flossie.Ang@axa.com.sg](mailto:Flossie.Ang@axa.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

AXA Insured :SGJ 1241D (K.Vicknessweren S/O Kandan)  
Third-Party :SHD 5324S (Trans-cab)  
Date of Accident :11 Dec 2012  
Time of Accident :19:00  
Location of Accident :Buangkok Green

Dear Ms. Cynthia,

We refer to the above subject.

We had previously submitted our report on wp due to non-development from TP.

Now, TP had forwarded their letter of demand.

We would like to enquire if there is any body injury claim settlement or information of court indication and we seek your approval /instruction if we may proceed to negotiate with TP M/s Trans-cab.

Kindly advise.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6749-5792 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Flossie Ang [<mailto:Flossie.Ang@axa.com.sg>]

**Sent:** Tuesday, 9 June 2015 3:32 PM

**To:** Joy Irene (LKK Auto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Hi Joy,

**C0258673MC/FA – P1081354**

Thank you for your update.

Please close file.

Best Regards

Flossie ANG

Senior Executive-Motor Claims Department

**AXA Insurance Singapore Pte Ltd**

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

[flossie.ang@axa.com.sg](mailto:flossie.ang@axa.com.sg)

Contact: 1800 8804741 Option 3

Website: [www.axa.com.sg](http://www.axa.com.sg)

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*Our Customer Service Centre will be located at #B1-01. All contact numbers remain unchanged.*

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---

**From:** Joy Irene (LKK Auto) [<mailto:JoyIrene@lkkauto.com>]

**Sent:** Monday, June 08, 2015 2:38 PM

**To:** Flossie Ang

**Cc:** CS A Team

**Subject:** P1081354 / SGJ 1241D / DOA: 11.12.2012 / TP TRANSCAB SHD 5324S

Dear Ms. Flossie,

We refer to the above-subject reference.

Our Insured Driver (OID) reported that TP taxi cut into her lane to pick-up a passenger thus, collision occurred.

TP reported that our insured rear-ended his stationary taxi.

We called OID to clarify the nature of accident where she strongly disputed liability. She informed us that she has engaged lawyer to assist her against the taxi but was unable to give us the details of her solicitors at that time.

We tried to contact OID through calls, e-mail and letter by post to check on the status and details of their claim against TP but all our efforts were in vain.

We also requested witness statement or any evidence available to TP however, they have not reverted to us.

To date, TP Trans-Cab also have not sent us their LOD despite request made.

In view of the above, we would like to submit our report to your good-office in wp.

For your approval please.

Thank you.

Best Regards,

**Joy Irene** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-6051 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) fax: 6741-4108

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