

## Olivia Lau (LKKAUTO)

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**From:** ANG Richard <richard.angbs@axa.com.sg>  
**Sent:** Thursday, 30 August, 2018 11:34 AM  
**To:** Olivia Lau (LKKAUTO)  
**Cc:** OH Vale; KHOR Saw Theng; CHAN Kian Chuan; Hsiao Tong (LKKAUTO); Mei Kwan (LKKAUTO)  
**Subject:** RE: [AXA]: URGENT / FINAL REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1mb3

**Categories:** Green Category

Hi Olivia,

Your email of even date refers.

We had approved the mandate in Merimen.

Thank you.

Regards,

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**Richard Ang** | Specialist, Motor (Property) Claims  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)  
Customer Care No. 1800 8804888



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**From:** Olivia Lau (LKKAUTO) [mailto:[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)]  
**Sent:** Thursday, August 30, 2018 11:08 AM  
**To:** ANG Richard <richard.angbs@axa.com.sg>  
**Cc:** OH Vale <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>; KHOR Saw Theng <[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)>; CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** [AXA]: URGENT / FINAL REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1mb3

[LKK Ref: CC4/AXA18001164/T1mb3](#)

Hi Richard,

Seek your kind assistance – case is pending mandate approval In Merimen (**previous handler: Ernest**).

Thank you.

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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



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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Thursday, 30 August, 2018 9:53 AM

**To:** Khor Saw Theng <[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)>; vale oh (<[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)> <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>; [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)

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

**Subject:** URGENT / FINAL REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured)  
Our Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1mb3

**URGENT  
FINAL REMINDER**

Dear All,

Despite our repeated reminders, given the video footage and you have settled our hirer's BI claim, to-date we have yet to receive an offer.

Please let us have your offer **by 6<sup>th</sup> September 2018** otherwise we shall have no option but to refer the matter to GIA as we cannot be waiting indefinitely.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

**Sent:** 26/07/2018 10:27

**To:** CS A Team; Admin A

**Subject:** URGENT / REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1mb3

**URGENT  
REMINDER**

Dear All,

We understand from our hirer that his injury claim has been settled.

Please let us have your offer by **end of July 2018**. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Sent:** 19/07/2018 12:21  
**To:** CS A Team; Admin A  
**Subject:** URGENT / REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our  
Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1mb3

**URGENT  
REMINDER**

Dear All,

Despite providing the evidence, to-date we have yet to hear from you.

Please let us have your offer by **26<sup>th</sup> July 2018**.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Sent:** 27/04/2018 09:22  
**To:** Bevan Lim (LKK Auto)  
**Cc:** Vic (LKKAuto); Shu Pei (LKKAuto)  
**Subject:** URGENT / REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our  
Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1mb3

Dear Bevan,

We attach the video footage as requested.

Please let us have your offer soon. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Bevan Lim (LKK Auto) [<mailto:bevanlim@lkkauto.com>]  
**Sent:** 24/04/2018 12:36  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Cc:** Vic (LKKAuto); Shu Pei (LKKAuto)  
**Subject:** RE: URGENT / REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured)  
Our Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1mb3

**WITHOUT PREJUDICE**

Your Ref: TAX/01/18/2090/lg  
Our Ref : CC4/AXA18001164/T1mb3

Dear Lee Gek,

**ACCIDENT INVOLVING SHD 9273D & SHC 4720T ON 13/01/2018**

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the **liability is unclear / our Insured is disputing** for the above mentioned case. Our insured also filing Third Party claim against your client's insurer. Enclosed herewith is a copy of our insured's accident report for your perusal.

We are in a course of investigating into the circumstances of the accident. After verifying further with our OI we will revert with our opinion on the cause of the accident. Kindly do not refer to any party for legal assistance until you heard further from us.

Meanwhile, we would like to request the CCTV footage / accident scene photos / evidence in order to seek further instruction from our principal.

***"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."***

Best Regards,

Bevan Lim | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [BevanLim@lkkauto.com](mailto:BevanLim@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Tuesday, 24 April 2018 12:28 PM  
**To:** Bevan Lim (LKK Auto) <[bevanlim@lkkauto.com](mailto:bevanlim@lkkauto.com)>  
**Subject:** URGENT / REMINDER Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our Ref: TAX/01/18/2090/lg \*\*\* LKK REF - CC4/AXA18001164/T1ms3

**URGENT  
REMINDER**

Dear Bevan,

Please let us have your offer by **2<sup>nd</sup> May 2018**. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** 15/03/2018 11:09  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Bevan Lim (LKK Auto)  
**Cc:** Admin A; CS A Team  
**Subject:** FW: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our Ref: TAX/01/18/2090/lg  
\*\*\* LKK REF - CC4/AXA18001164/T1ms3

Dear Lee Gek,

Thank you for your email.

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

**Dear Bevan,**

**For your information and necessary action please.**

**To check availability of the case handler , you may contact the undersigned.**

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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

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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Thursday, 15 March 2018 10:31 AM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: Accident on 13/1/2018 involving SHC 4720T & SHD 9273D (AXA insured) Our Ref: TAX/01/18/2090/lg

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$2,750.00
Loss of Rental	\$1030.41 ( 9 days x \$114.49 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$3787.41</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports

- 4) Letter of Authorisation
- 5) Accident vehicle laid-up report
- 6) LTA search

We have notified AXA of PRS on 16/1/2018 at 8.59am and our taxi was surveyed on 18/1/2018 at 3.47pm. We attach the emails for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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