

## Vic (LKKAUTO)

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**From:** KHOR Saw Theng <sawtheng.khor@axa.com.sg>  
**Sent:** Wednesday, 4 July, 2018 2:59 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** HO Vincent; NG Stacey; CHIONH Hock San Christopher; OH Vale; Vic (LKKAUTO); Olivia Lau (LKKAUTO)  
**Subject:** RE: REQ FOR DIRET SETTLEMENT- SFF2818S AND GW6589A(AXA) ON 02/02/2018  
\*\*\* LKK REF: CC4/ASM18002108/ha3 S8M0089V

Dear Asher

Please proceed as per proposed mandate and send us invoice for payment.

Regards

**Khor Saw Theng (Ms)** | Manager, Motor Claims  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: sawtheng.khor@axa.com.sg  
Customer Care No: 1800 880 4888



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**From:** Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]  
**Sent:** Wednesday, July 04, 2018 2:26 PM  
**To:** KHOR Saw Theng <sawtheng.khor@axa.com.sg>  
**Cc:** HO Vincent <vincent.ho@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>  
**Subject:** RE: REQ FOR DIRET SETTLEMENT- SFF2818S AND GW6589A(AXA) ON 02/02/2018 \*\*\* LKK REF: CC4/ASM18002108/ha3 S8M0089V

Hi Saw Theng,

We refer to the email below.

We had seek mandate for your approval thru Smart claim message.



## MANDATE REQUEST FOR S8M0089V

Type

Question

Message

Liability: Insured skidded and rear ended affected and AXA to settle at best. Settle \$150) (w/GST) GIA Search: \$2.00 Total: \$ uploaded for your easy reference. Please (04/07/2018)

Please kindly let us have your approval / instruction for further action.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** KHOR Saw Theng [<mailto:sawtheng.khor@axa.com.sg>]

**Sent:** Wednesday, 4 July 2018 1:33 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Cc:** HO Vincent <[vincent.ho@axa.com.sg](mailto:vincent.ho@axa.com.sg)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>; CHIONH Hock San Christopher <[chris.chionhhs@axa.com.sg](mailto:chris.chionhhs@axa.com.sg)>; OH Vale <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>

**Subject:** FW: REQ FOR DIRET SETTLEMENT- SFF2818S AND GW6589A(AXA) ON 02/02/2018 \*\*\* LKK REF: CC4/ASM18002108/ha3 S8M0089V

**Importance:** High

Dear Asher/Olivia

May we have your update on this matter on urgent basis because there is no update on the matter since your last message on 9.3.18.

 ia (Immediate Advise)

Reply

From: **LKK AUTO CONSULTANTS PTE LTD (TP)**

Date:

Message: ia (Immediate Advise) --- Repairer Estimate \$ 9,135.50 --- Revised Estimate \$ 6,738.806 --- Ch under taking letter sign by insured) --- ( ) The vehicle is repairable at our adjusted amount repairs. Estimated normal period for repairs: 5 days. PA in PDF format uploaded.

Regards

**Khor Saw Theng (Ms)** | Manager, Motor Claims  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)  
Customer Care No: 1800 880 4888



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**From:** HO Vincent  
**Sent:** Tuesday, July 03, 2018 3:22 PM  
**To:** OH Vale <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>  
**Cc:** CHIONH Hock San Christopher <[chris.chionhhs@axa.com.sg](mailto:chris.chionhhs@axa.com.sg)>; KHOR Saw Theng <[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)>  
**Subject:** FW: REQ FOR DIRET SETTLEMENT- SFF2818S AND GW6589A(AXA) ON 02/02/2018 \*\*\* LKK REF: CC4/ASM18002108/ha3

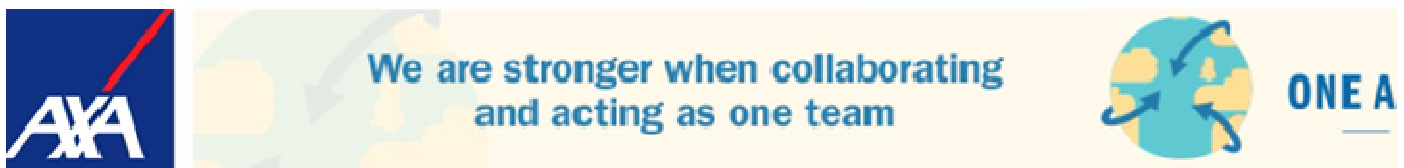
Dear Vale and Stacey,

We just received a feedback/chaser from PML. May we seek your help to expedite please?

Thank you.

Warmest Regards

**Vincent Ho**  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [vincent.ho@axa.com.sg](mailto:vincent.ho@axa.com.sg)  
DID: (65) 6880 4349



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**From:** Teng Wai Khan [<mailto:teng.wai.khan@sime-darby.com.sg>]  
**Sent:** 03 July 2018 12:27  
**To:** HO Vincent <[vincent.ho@axa.com.sg](mailto:vincent.ho@axa.com.sg)>  
**Cc:** Bernard Wan Chong Huat <[bernard.wan@sime-darby.com.sg](mailto:bernard.wan@sime-darby.com.sg)>; Han Kwan Yong <[han.kwan.yong@sime-darby.com.sg](mailto:han.kwan.yong@sime-darby.com.sg)>; Toh Jing Xuan <[toh.jing.xuan@sime-darby.com.sg](mailto:toh.jing.xuan@sime-darby.com.sg)>; PBSP <[pml-pbsp@sime-darby.com.sg](mailto:pml-pbsp@sime-darby.com.sg)>; CHIONH Hock San Christopher <[chris.chionhhs@axa.com.sg](mailto:chris.chionhhs@axa.com.sg)>; PAN Chee Keong <[cheekeong.pan@axa.com.sg](mailto:cheekeong.pan@axa.com.sg)>  
**Subject:** FW: REQ FOR DIRET SETTLEMENT- SFF2818S AND GW6589A(AXA) ON 02/02/2018 \*\*\* LKK REF: CC4/ASM18002108/ha3

Hi Vincent,

The subject case has been finalised and invoiced on 24 April 2018 and till date we have yet to receive payment from AXA. Kindly look into the matter urgently and revert ASAP. Thanks

Regards,  
Wai Khan

Performance Motors Limited  
Sime Darby Performance Centre  
Body & Paint Department  
DID : 63190149  
Fax : 64743229



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**From:** PBSP  
**Sent:** Friday, February 23, 2018 10:10 AM  
**To:** Teng Wai Khan; Han Kwan Yong  
**Subject:** Fw: REQ FOR DIRET SETTLEMENT- SFF2818S AND GW6589A(AXA) ON 02/02/2018 \*\*\* LKK REF: CC4/ASM18002108/ha3

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**From:** Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Friday, 23 February 2018 10:04 AM

**To:** PBSP

**Cc:** Asher Sng (LKKAUTO); assignments; 甯珺 ©; Mei Kwan (LKKAUTO); Vic (LKKAUTO)

**Subject:** RE: REQ FOR DIRET SETTLEMENT- SFF2818S AND GW6589A(AXA) ON 02/02/2018 \*\*\* LKK REF: CC4/ASM18002108/ha3

Your Ref: SFF 2818S

“WITHOUT PREJUDICE”

Our Ref: CC4/ASM18002108/ha3

Dear Caroline,

**ACCIDENT INVOLVING VEHICLES GW 6589A AND SFF 2818S ON 02/02/2018**

We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Below is a copy of our insured's accident statement for your perusal.

From Below

GW 6589 A

[B D]

✓

### DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I drove GW 6589 A Toward  
the Rd Work. I was thrust out  
brake. I need to apply brake but  
but car on right side corner.

SFF 28185

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, kindly forward to us with any evidence (if any) your client have to support your claim.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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