

Veron Chen (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, 8 February 2018 9:51 AM
To: motor.survey@axa.com.sg; SUR; CS A Team; Veron Chen (LKKAuto)
Subject: RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Hi Veron,

Attached email from AXA.

File

Message

Ignore

Junk

Delete

Reply

Reply All

Forward

More

Meeting

More

Move to: ?

Team E-mail

Reply & Delete

To Manager

Done

Create New

Rules

OneNo

Actions

Move

Move

Delete

Respond

Quick Steps

Move

From: Tang, Shu Shi (VWG Singapore)

To: 'Siew Lay (Patricia) Teo'

Cc: Tang, Shu Shi (VWG Singapore)

Subject: RE: SBG95R / P1261832 - Teo Siew Lay

From: CST <cst@axa.com.sg>

Date: 30 January 2018 at 3:44:51 PM SGT

To: Siew Lay (Patricia) Teo <Patricia.Teo@km.kongsberg.com>

Subject: RE: SBG95R / P1261832 - Teo Siew Lay

Dear Ms Teo

Upon checking with our claim handler in-charge, we have agreed to extend your own-damage claim filing

Should you decide to switch to claiming against your own insurance, kindly ask your workshop to submit

Regards

Peter Wang
Specialist – Claims Service Team
AXA Insurance Pte Ltd
8 Shenton Way #24-01 AXA Tower, Singapore 068811
Email: cst@axa.com.sg
Tel: 1800-8804888 (Within Singapore) / (65) 68804888 (International)
Fax: (65) 6880 4283
Website: www.axa.com.sg

Please consider the environment before printing this message

This message is confidential; its contents do not constitute a commitment by AXA except where provided message, please notify the sender immediately

----- Original Message -----

From: Siew Lay Teo [patricia.teo@km.kongsberg.com]

Sent: 25/01/2018 14:19

To: cst@axa.com.sg

Subject: SBG95R - Teo Siew Lay

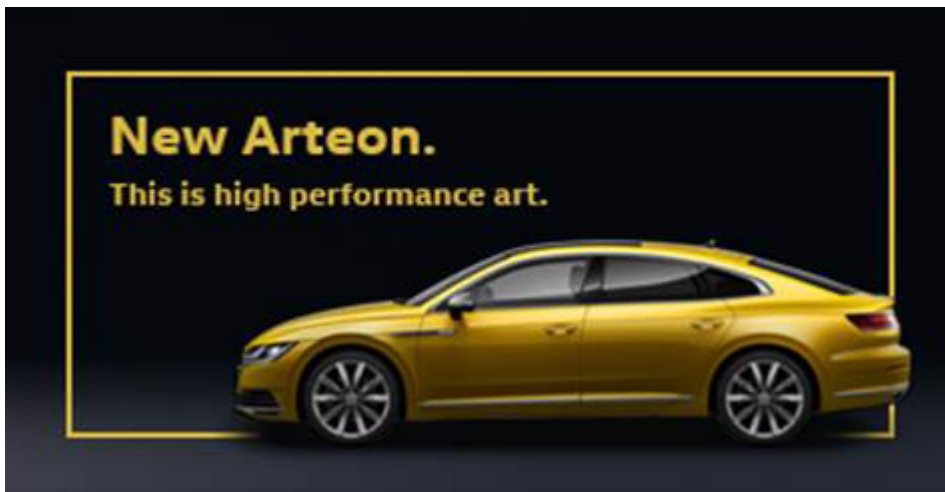
Click on a photo to see social network updates and email messages from this person.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Tang, Shu Shi (VWG Singapore)
Sent: Thursday, 8 February, 2018 9:37 AM
To: 'motor.survey@axa.com.sg'; 'SUR'; 'CS A Team'; 'Veron Chen (LKKAUTO)'
Subject: RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Dear Veron,

Customer had made a TP claim, however, NTUC needs to do investigation with the driver, and currently the driver is not in Singapore, she cannot wait any longer.

She have spoken to AXA and AXA agree to let her extend till this week to file her OD claim.

Please find attached email for proof.

MT/0977850

File Message

Ignore X Delete Reply Reply All Forward Meeting More

Move to: ? To Manager Team E-mail Done Reply & Delete Create New

Rules OneNo Actions

Delete Respond Quick Steps Move

From: Charlotte Chew <charlotte.chew@income.com.sg>
 To: Tang, Shu Shi (VWG Singapore)
 Cc:
 Subject: MT/0977850-002/CC = PC4346X / SBG95R on 13 Jan 2018 = VOLKSWAGEN GROUP SINGAPORE PTE LTD

Without Prejudice

Morning Shu Shi

Just an update.

I have spoken to our policy holder. He informed that our insured driver will only be back in Singapore on 03 Mar :

Thank you.

Charlotte Chew
 Executive, Motor Insurance
 T+65 64307924
www.income.com.sg



From: Charlotte Chew
Sent: Monday, February 05, 2018 9:32 AM
To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>
Subject: RE: MT/0977850-002/CC = PC4346X / SBG95R on 13 Jan 2018 = VOLKSWAGEN GROUP SINGAPORE PTE LTD

Without Prejudice

Dear Shu Shi

Our insured will be coming down for interview at the end of this month.

Please check back early March.

Thank you.

Charlotte Chew
 Executive, Motor Insurance
 T+65 64307924
www.income.com.sg

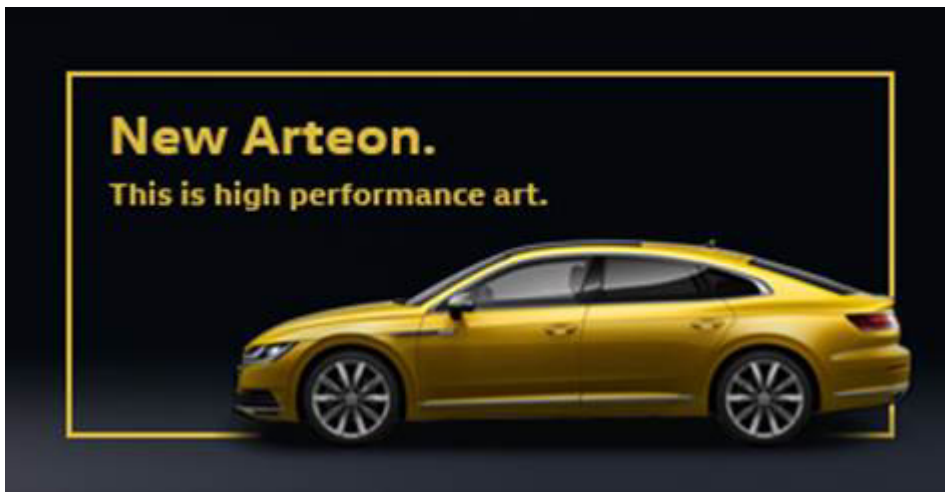
Click on a photo to see social network updates and email messages from this person.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

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shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Tang, Shu Shi (VWG Singapore)
Sent: Wednesday, 7 February, 2018 5:47 PM
To: 'motor.survey@axa.com.sg'; 'SUR'; CS A Team
Subject: RE: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Hi,

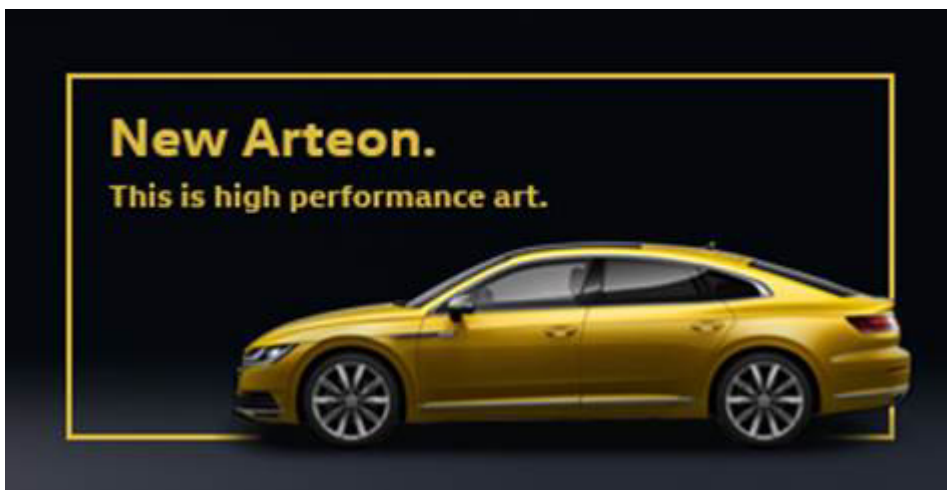
Vehicle had been survey, please let us know if claim authorised?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Tang, Shu Shi (VWG Singapore)
Sent: Tuesday, 6 February, 2018 8:45 AM
To: motor.survey@axa.com.sg
Subject: SBG95R - AXA OD CLAIM - DOA 13/01/2018

Dear Claims,

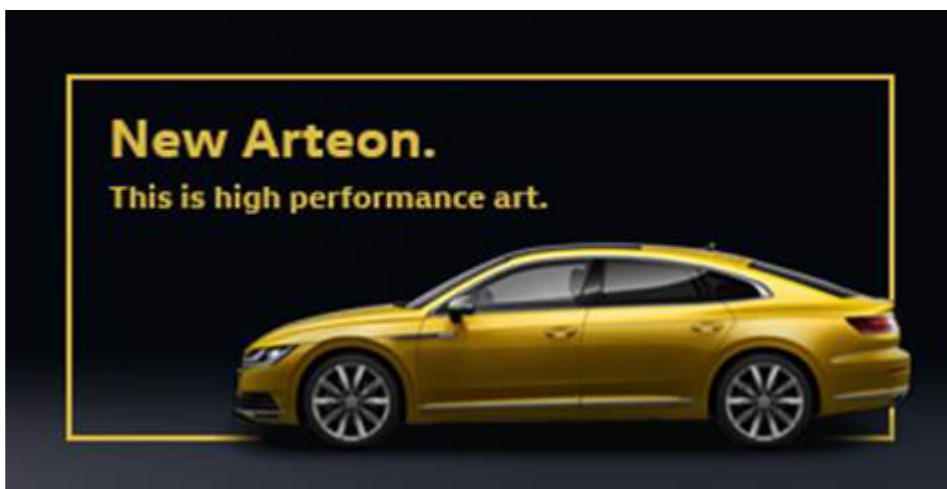
Please revert on survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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Main Line : +65 6305-7299
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shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [<mailto:shushi.tang@vw.com.sg>]
Sent: Tuesday, 6 February, 2018 8:41 AM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

