

## Joy Irene (LKKAuto)

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**From:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Sent:** Thursday, 17 May 2018 10:54 AM  
**To:** Joy Irene (LKKAuto)  
**Cc:** Admin A; Vivian Lau (LKKAuto)  
**Subject:** RE: C0471889 - SHD 11C ON 02.03.2018 / ZOOM SJQ 1470L

Dear Joy,

Please revise our offer to global sum \$5,500.00 (all in).

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:** Thursday, May 17, 2018 10:51 AM  
**To:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>  
**Subject:** RE: C0471889 - SHD 11C ON 02.03.2018 / ZOOM SJQ 1470L

Dear Cynthia,

As mandated on 27/04/18, we offered \$5,000.00 (all-in) to TP repairer.

The offer was rejected.

Below e-mail is their counter proposal.

**From:** Zoom Autowerks [mailto:zoomautowerks@gmail.com]  
**Sent:** Wednesday, 9 May 2018 10:23 PM  
**To:** Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>  
**Subject:** Re: Letter of Claim for SJQ 1470 L on 02.03.18

Dear Joy,

Our client's vehicle is a Honda Civic 2.0L, the benchmark for LOR is \$120 - \$180. Moreover, our client's vehicle was in over a weekend due to this accident.

Please consider our counter offer:

COR \$4,200.00  
LOR \$2,070.00  
LTA \$7.45

**TOTAL \$6,277.45**

Warmest Regards,  
**Elin Cai**

**Zoom Autowerks Pte Ltd**  
832 Sims Avenue, Eunosville  
#12-884, Singapore 400832  
9450 7920  
[8zoomautowerks@gmail.com](mailto:8zoomautowerks@gmail.com)

For your further instruction.

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, 27 April 2018 9:42 AM  
**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)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Subject:** C0471889 - SHD 11C ON 02.03.2018 / ZOOM SJQ 1470L

Dear Cynthia,

This is a FRONT-TO-REAR scenario where our insured driver hit TP vehicle from the rear. Bola 27-100%.

Summary to offer to repairer **ZOOM AUTOWERKS PTE LTD** is as follows:

	TP CLAIMED	REVISED - TO OFFER
<b>Cost of Repairs</b>	Estimate \$ 13,738.76	<b>GST included \$ 4,200.00</b>
<b>Loss of Rental</b>	(\$250 x 9days) \$ 2,250.00	(\$180.00 x 9days) \$ 1,620.00
<b>LTA Search Fee</b>	\$ 7.45	\$ 7.45
<b>TOTAL</b>	<b>\$ 15,996.21</b>	<b>\$ 5,827.45</b>

Relevant supporting claim documents are uploaded in Merimen.

For your approval please.

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  
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