

Mei Kwan (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 20 March, 2018 11:01 AM
To: OH Vale
Cc: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Admin A; Vic (LKKAUTO); Asher Sng (LKKAUTO)
Subject: RE: URGENT C0314804MC/VO RE: Accident on 31/5/2014 involving SHC 4406B & SFV 2918C along Telok Blangah Rd (Our Ref: TAX/05/14/2256/lg)

Dear Vale,

We refer to your below email and the contents were duly noted.

We will proceed accordingly.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: OH Vale [mailto:vale.oh@axa.com.sg]
Sent: Wednesday, 14 March, 2018 9:12 AM
To: Vic (LKKAUTO)
Cc: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: FW: URGENT C0314804MC/VO RE: Accident on 31/5/2014 involving SHC 4406B & SFV 2918C along Telok Blangah Rd (Our Ref: TAX/05/14/2256/lg)

Hi Vic

Refer to the above.

We had a discussion with SMRT and liability has been agreed at 50% and hence please follow up from here, thanks.

*Please note we have terminated our fax-line. Hence, please send in your correspondences to our two common mail boxes instead. For OD/TP survey, send it to motor.survey@axa.com.sg and other correspondences send it to motor.doc@axa.com.sg, thanks.

Best Regards

Vale Oh/A.Manager – Motor Claims

AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg

vale.oh@axa.com.sg

Customer Care No. 1800 8804741



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Please consider the environment before printing this email

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

Sent: Tuesday, March 13, 2018 11:32 AM

To: WONG Heu Wai <wong.heuwai@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>

Cc: Vic <vicalpeh@lkkauto.com>; ARC Bola <ARCBola@gia.org.sg>; Cynthia Chan (cynthia.chan@gia.org.sg) <cynthia.chan@gia.org.sg>

Subject: URGENT RE: Accident on 31/5/2014 involving SHC 4406B & SFV 2918C along Telok Blangah Rd (Our Ref: TAX/05/14/2256/lg)

URGENT

Dear Mr Wong / Vale,

LKK has rejected our claim and we have seek your consent to escalate the matter on 24/1/2018 and they informed us on 8/3/2018 that they have not receive further instructions from you. We attach the emails for your perusal.

Kindly let us have your consent **by 20th March 2018**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

Sent: 13/03/2018 10:28

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

Cc: WONG Heu Wai; Vic; ARC Bola

Subject: RE: Accident on 31/5/2014 involving SHC 4406B & SFV 2918C along Telok Blangah Rd (Our Ref: TAX/05/14/2256/lg)

Dear Lee Gek

Please note that we are unable to proceed with this matter unless Counter Party has consented to escalate dispute for adjudication. If there is no response from Counter Party despite numerous chaser emails, GIA will then assist in seeking consent. You may wish to set a dateline for the Counter Party to respond to you.

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg
DID: +65 6202 9895 | **Tel:** +65 6221 8788

General Insurance Association of Singapore (GIA)
180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546
UEN No: S66SS0020G

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>
Sent: Monday, March 12, 2018 5:33 PM
To: Cynthia Chan <cynthia.chan@gia.org.sg>
Cc: Vic <vicalpeh@lkkauto.com>; Wong Kok Wah (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis) <WongKokWah@smrt.com.sg>
Subject: Re: Accident on 31/5/2014 involving SHC 4406B & SFV 2918C along Telok Blangah Rd (Our Ref: TAX/05/14/2256/lg)

By Email & Post

Dear Cynthia,

We are forwarding the above case for GIA deliberation (no applicable scenario).

Date, time & place of accident: 31/05/2014 at 19:46 hours along Telok Blangah Road towards Vivo City

We summarise as follows:-

SHC 4406B (SMRT taxi) reported – travelling along Telok Blangah Rd at slow speed due to heavy traffic jam. While moving slowly, SFV 2918C cut into his lane and grazed onto the left rear portion and continued to drive off despite high beam.

SFV 2918C (AXA) reported – travelling on the left most lane waiting to enter Vivo City car park. SMRT taxi cut in between his car and the car in front of him and grazed his car.

Damage to SHC 4406B - left portion

Damage to SFV 2918C - right front portion

We attach the accident report of SHC 4406B, photographs showing the damages to SHC 4406B. Video footage will be sent by post.

We have written to LKK Auto Consultants Pte Ltd on 24/1/2018 to seek for consent from their principal but they informed us on 8/3/2018 that they still have not receive further instructions from AXA. We attach their email for your perusal.

We have rejected the third party's request for survey on 3/6/2014. To-date, there is no further response from the third party's owner or his repairer. We attach our email of rejection for your perusal.

AXA Insurance had maintained their rejection despite providing them with the video footage which clearly showed that their insured had moved off from stationary position.

Thank you.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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