

Vic (LKKAUTO)

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Sent: Thursday, 12 December, 2019 2:06 PM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM *** LKK REF: CC6/AXA14007670/Kh3q2-1

Importance: High

Hi Vic,

Please proceed as follows:

COR: \$8,560.00

LOR: \$900.00 (9DAYS)

LTA: \$2.00

TOTAL: \$9,462.00

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards



KC Chan | Senior Specialist, Motor Claims Department

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

Email: kianchuan.chan@axa.com.sg

Customer Care No. 1800 8804888



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From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Thursday, November 28, 2019 12:01 PM
To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: [EXTERNAL] RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM *** LKK REF: CC6/AXA14007670/Kh3q2-1

Dear KC,

Please find attached re-inspection photos as requested.

We checked and TP vehicle is already deregistered.

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)



Auto
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Pte Ltd

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From: CHAN Kian Chuan [<mailto:kianchuan.chan@axa.com.sg>]

Sent: Wednesday, 27 November, 2019 11:31 AM

To: Vic (LKKAuto)

Cc: Admin A

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM ***

LKK REF: CC6/AXA14007670/Kh3q2-1

Importance: High

Hi Vic,

Please attached the after repairs photos and had TPV been already scrapped?

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards



KC Chan | Senior Specialist, Motor Claims Department

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

Email: kianchuan.chan@axa.com.sg

Customer Care No. 1800 8804888



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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Friday, November 22, 2019 11:39 AM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: [EXTERNAL] RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM *** LKK REF: CC6/AXA14007670/Kh3q2-1

Dear KC,

We refer further to your below email.

Our surveyor at the time of inspection had check the following:

MARKET VALUE : \$20,000.00 (est)
LTA REBATE : \$ 1,600.00 (est)
NETT VALUE : \$18,400.00 (est)

As such, we propose below amount to offer to the TP repairer.

	TP CLAIMED	REVISED - TO OFFER
Cost of Repairs	\$10,593.85	\$8,560.00
Loss of Rental	\$ 1,320.00 (\$120 X 11DAYS)	\$ 900.00 (\$100 X 9days)
LTA search	\$ 2.00	\$ 2.00
Total	\$11,915.85	\$9,462.00

For your approval and/or further instructions please.

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: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Sent: Monday, 26 November, 2018 9:36 AM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM ***

LKK REF: CC6/AXA14007670/Kwa3q2-1

Importance: High

Hi Vivian,

TPV is reg on 1992 hence please advise on market value and nett loss.

Thank you.

**Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department

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

Email: kianchuan.chan@axa.com.sg

Customer Care No. 1800 8804888



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From: Vivian Lau (LKKAUTO) [<mailto:vivianlau@lkkauto.com>]

Sent: Thursday, November 01, 2018 11:41 AM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM ***

LKK REF: CC6/AXA14007670/Kwa3q2-1

Dear Officer In charge,

Kindly informed that the above matter was previously closed without settlement as TP's repairer did not submit LOD.

Now, we are in receipt of LOD and will proceed to follow up the claim.

FYI, This is a case where the insured was making U- turn and collided with TP oncoming vehicle.

Kindly informed that we had spoken to the insured pertaining to the accident. OI confirmed that he felt an impact while making U-turn during the accident as TP was driving very fast.

We advised OI on the liability and NCD issue. OI agreed to settle the claim and aware of NCD issue.

We here seek mandate approval to offer to repairer **M/s K KIM HIN PTE LTD** is as follows:

	TP CLAIMED	REVISED - TO OFFER
Cost of Repairs	\$10593.85	\$8560.00
Loss of Rental	\$1320.00 (\$120 X 11DAYS)	\$900.00 (\$100 X 9days)
LTA search	\$2.00	\$2.00
Total	\$11915.85	\$9462.00

Amount of claim at liability 100% S\$ 9,462.00

For your approval please.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Friday, 21 September, 2018 10:29 AM

To: 'kianchuan.chan@axa.com.sg' <kianchuan.chan@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM ***

LKK REF: CC6/AXA14007670/Kwa3q2-1

Dear Officer In charge,

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Now, we are in receipt of LOD and will proceed to follow up the claim.

FYI, This is a case where the insured was making U- turn and collided with TP oncoming vehicle.

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We advised OI on the liability and NCD issue. OI agreed to settle the claim and aware of NCD issue.

We here seek mandate approval to offer to repairer **M/s K KIM HIN PTE LTD** is as follows:

	TP CLAIMED	REVISED - TO OFFER
Cost of Repairs	\$10593.85	\$8560.00
Loss of Rental	\$1320.00 (\$120 X 11DAYS)	\$900.00 (\$100 X 9days)
LTA search	\$2.00	\$2.00
Total	\$11915.85	\$9462.00

Amount of claim at liability 100% S\$ 9,462.00

For your approval please.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto)

Sent: Tuesday, 27 March, 2018 12:07 PM

To: TAY Ernest <ernest.tay@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM ***

LKK REF: CC6/AXA14007670/Kwa3q2-1

Hi Ernest,

We will check and revert to you.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: TAY Ernest [<mailto:ernest.tay@axa.com.sg>]

Sent: Monday, 26 March, 2018 10:15 PM

To: Admin A <admin-a@lkkauto.com>

Subject: FW: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Dear LKK team,

Please update status.

Thank you.

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

With Regards,

Ernest Tay | Specialist, Motor (Property) Claims

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

Email: ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M

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From: Zayer (LKKAuto) [<mailto:zayer@lkkauto.com>]

Sent: Wednesday, July 19, 2017 4:20 PM

To: ANG Flossie <flossie.ang@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Policy Number : P1410955

Dear Flossie,

Refer to the below email and attached.

Please let's have your approval to proceed settlement with TP's repairer.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com fax: 6741-4108

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

From: TAN Kwee May [<mailto:kweemay.tan@axa.com.sg>]

Sent: Wednesday, 19 July, 2017 4:12 PM

To: Zayer (LKKAuto) <zayer@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Hi Zayer

This not my case.

Please resend to the correct officer.

Thanks

Kwee May TAN

Assistant Manager

Motor (Property) Claims

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

Email: kweemay.tan@axa.com.sg

DID: 1800 880 4888



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From: Zayer (LKKAUTO) [<mailto:zayer@lkkauto.com>]

Sent: Monday, July 17, 2017 6:09 PM

To: TAN Kwee May <kweemay.tan@axa.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Your policy number : C0304070

Dear Kwee May,

Refer to the below email and attached.

Please let's have your approval to proceed settlement with TP's repairer.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com fax: 6741-4108

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

From: Zayer (LKKAUTO)

Sent: Wednesday, 28 June, 2017 10:23 AM

To: 'valencia.lee@axa.com.sg' <valencia.lee@axa.com.sg>

Cc: Zayer (LKKAUTO) <zayer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Dear Valencia,

We refer to the below email.

Kindly assist us forward the below email to the officer in charge for approval.

Dear Officer In charge,

Kindly informed that the above matter was previously closed without settlement as TP's repairer did not submit LOD.

Now, we are in receipt of LOD and will proceed to follow up the claim.

FYI, This is a case where the insured was making U- turn and collided with TP oncoming vehicle.

Kindly informed that we had spoken to the insured pertaining to the accident. OI confirmed that he felt an impact while making U-turn during the accident as TP was driving very fast.

We advised OI on the liability and NCD issue. OI agreed to settle the claim and aware of NCD issue.

We here seek mandate approval to offer to repairer **M/s K KIM HIN PTE LTD** is as follows:

	TP CLAIMED	REVISED - TO OFFER
Cost of Repairs	\$10593.85	\$8560.00
Loss of Rental	\$1320.00 (\$120 X 11DAYS)	\$900.00 (\$100 X 9days)
LTA search	\$2.00	\$2.00
Total	\$11915.85	\$9462.00

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Zayer

Sent: Monday, 7 March, 2016 7:37 PM

To: Stacey Ng Pei Sze <stacey.ng@axa.com.sg>

Cc: Chen Xinyou <chen.xinyou@axa.com.sg>; Zayer <zayer@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau <olivialau@lkkauto.com>

Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Dear Sir / Madam,

We refer to the above matter and updates.

Be informed that our surveyor had finalised above matter with TP's repairer since 21 May 2015.

However, TP's repairer did not submit the LOD until now. In view of no further development, we will proceed to temporary close the file and submit the report to your office.

If any new development in future, we will keep you informed for an update and follow up the matter accordingly.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Zayyer
Sent: Thursday, 30 July, 2015 10:56 AM
To: Jacqueline Leong (Jacqueline.Leong@axa.com.sg)
Cc: Admin A; CS A Team
Subject: RE: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Dear Jacqueline,

Case had been finalised. We are pending LOD from TP for closure.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong
Sent: Thursday, 30 July, 2015 10:11 AM
To: Zayyer <zayyer@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Jacqueline Leong (Jacqueline.Leong@axa.com.sg) <Jacqueline.Leong@axa.com.sg>
Subject: FW: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Dear Zayyer,

Kindly assist. **CC6/AXA14007670/Kzy3**

Best Regards,

Hsiao Tong Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jacqueline Leong [<mailto:Jacqueline.Leong@axa.com.sg>]
Sent: Thursday, 30 July, 2015 10:05 AM
To: Admin A; Admin-B; Hsiao Tong; Vivian Lau
Subject: C0304070: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

Dear Hsiao Tong/Vivian

Please advise status. Tks.

Thanks & Regards,
Jacq

Jacqueline Leong
Executive – Motor Claims
AXA Insurance Singapore Pte Ltd
8 Shenton Way, #27-01 AXA Tower, Singapore 068811
jacqueline.leong@axa.com.sg



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From: Ong Eng Hong (PSC)
Sent: Friday, May 16, 2014 10:32 AM
To: Luye Hui Qi (PSC)
Subject: FW: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

From: Kitty Teo Poh Guek [<mailto:Kitty.Teo@axa.com.sg>]
Sent: Friday, May 16, 2014 10:30 AM
To: 'Admin-B (LKK Auto)'
Cc: 'Jesslyn Soh'; 'KKLau'; Tan Kwee May; Ruth Chua; Ong Eng Hong (PSC); Tan Chia Ling (PSC); Chang Ping Lin (PSC); Noor Azizah bt Mohamad Said (PSC)
Subject: DS / K.KIM HIN / P1410955 / OD-SJF6336S / TP-SKB6624U / 21.04.2014 / EST TBA / KM

RISK 1-P1410955
[Claim received on 15/05/2014.](#)
SJF6336S(INS) C/W SKB6624U
VTP
SITF 16.05.14
NCD-Y
KM 16.05.14

Kitty TEO
Executive Assistant – Motor Claims
AXA Insurance Singapore Pte Ltd
8 Shenton Way #27-01 AXA Tower Singapore 068811
kitty.teo@axa.com.sg
DID: (65) 6880 4602 Fax: (65) 6880 4838
Website: www.axa.com.sg



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From: Admin-B (LKK Auto) [<mailto:admin-b@lkkauto.com>]
Sent: Thursday, May 15, 2014 10:04 AM
To: Winnie Ho Ping Ping; Tan Tiong Beng; Kitty Teo Poh Guek
Cc: 'Jesslyn Soh'; 'KKLau'

Subject: Direct Settlement - Acc Invl SJF 6336S (OI : AXA - TBA) & SKB 6624U(TP : LKK - CC6/AXA14007670/Kv1y3) on 21.04.2014

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SKB 6624U AT M/s K.Kim Hin.

Enclosed herewith a copy of TP's GIA for your perusal.

Please be informed that our estimated cost of repair is not ready yet.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jesslyn and she can be contacted at DID: 6841 6051

Thanks & Regards,

YIN SIEW

LKK Auto Consultants Pte Ltd

DID: 6841 1972

FAX: 6741 4108

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