

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 17 December, 2018 5:05 PM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: Admin A; Vic (LKKAUTO); Poh Kin (LKKAUTO)
Subject: RE: Urgent Reminder to AXA - BUS/03/18/1008/AW - SMB1600Y & SLW1438B - DOA 2 MARCH 2018 LKK REF CC4/ASM18006399/Shb3

Without Prejudice

Dear Audrey,

We refer to your below email.

Please be informed that we will highlight the matter to our principal for their reconsideration and/or further instruction.

We will get back to you for an update in due course.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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



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From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [mailto:audrey@smrt.com.sg]
Sent: Friday, 7 December, 2018 6:29 PM
To: Vic (LKKAUTO)
Cc: Admin A; SG AXA Insurance SM Changi Travel Services Pte Ltd
Subject: Urgent Reminder to AXA - BUS/03/18/1008/AW - SMB1600Y & SLW1438B - DOA 2 MARCH 2018 LKK REF CC4/ASM18006399/Shb3

SMRT : BUS/03/18/1008/AW

AXA : S8M00D5WMC/NPS/StaceyNg

LKK : CC4/ASM18006399/SUB3/ThinThin

Hi Vic,

It is a [traffic offence](#) to station one's car inside a yellow box obstruction the way, especially when green light is not in SLW1438B's favour.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Wednesday, 5 December, 2018 10:46 AM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: Admin A; Vic (LKKAuto)
Subject: RE: Urgent Reminder to AXA - BUS/03/18/1008/AW - SMB1600Y & SLW1438B - DOA 2 MARCH 2018 LKK REF CC4/ASM18006399/Shb3

Without Prejudice

Dear Audrey,

We refer further to the below email.

Please be informed that our principal had further reviewed the matter and based on the available information provided, our principal is in the view that our Insured is not liable of this accident. Based on both accident report, our Insured was stationary along the main road when your client from the minor road made a turn and grazed the front portion of our Insured's vehicle. Kindly refer to the attached statement.

As such, we have our principal's instruction and we are unable to look further into your client's claim.

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: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]
Sent: Friday, 9 November, 2018 2:44 PM
To: Thin Thin (LKKAuto); NG Stacey
Cc: Admin A; cts@axa.com.sg
Subject: Urgent Reminder to AXA - BUS/03/18/1008/AW - SMB1600Y & SLW1438B - DOA 2 MARCH 2018
Importance: High

Urgent Reminder

SMRT : BUS/03/18/1008/AW
AXA : S8M00D5WMC/NPS/StaceyNg
LKK : CC4/ASM18006399/SUB3/ThinThin

Dear Thin Thin (LKK) and Stacey (AXA),

LOD had been issued to AXA c/o LKK on 1 June 2018. Have been 5 months since and we have yet to hear from AXA or LKK to date. Kindly let us have your offer to settle without further ado.

This is a case of SMRT bus turning with green light in bus's favour but AXA insured car SLW1438B positioned itself inside the Yellow Box obstructing the way. It is a traffic offence to station one's car inside a yellow box obstruction the way, especially when green light is not in SLW1438B's favour.

Liability is clear and irrefutable with accident scene photographic evidence. Quantum is tiny in this case, only \$609.50. We therefore seek AXA's speedy offer/DV soon, to close off this small case quickly.



Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Friday, 1 June, 2018 10:51 AM
To: 'motor.survey@axa.com.sg'; 'cts@axa.com.sg'; Admin A (admin-a@lkkauto.com)
Subject: LOD to AXA - BUS/03/18/1008/AW - SMB1600Y & SLW1438B - DOA 2 MARCH 2018

BUS/03/18/1008/AW
AXA : SLW1438B

Dear Motor Claims Officer,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB1600Y. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$465.00
Loss of Use (3 Days x \$275, 12m Bus)	\$ 137.50
LTA search fee	\$7.00
Total	\$ 609.50

We enclose the following documents,

- Repair Invoice
- GIA report
- LTA Search
- Survey Report and Bus Photos to be furnished by AXA's own appointed surveyor LKK.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

Audrey Woo | DID : 6556 3521 | FAX : 6368 7421 | Email : audrey@smrt.com.sg | Claims
Department | SMRT BUSES LTD | 6 Ang Mo Kio Street 62 Singapore 569140

