

Vic (LKKAUTO)

From: LOH Cynthia <cynthia.loh@axa.com.sg>
Sent: Thursday, 27 September, 2018 4:15 PM
To: Vic (LKKAUTO)
Subject: RE: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK
REF:CC4/ASM18006688/Amb3

Dear Vic,

Mandate has been given in SC. Please expedite DS.

Thanks & Regards,

Cynthia Loh | Specialist, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cynthia.loh@axa.com.sg
Customer Care No. 1800 8804741



redefining / insurance

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From: chan pick yuen [mailto:chris_chanbebe@hotmail.com]
Sent: Thursday, September 27, 2018 10:06 AM
To: LOH Cynthia <cynthia.loh@axa.com.sg>
Subject: Fw: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK
REF:CC4/ASM18006688/Amb3

Dear Cynthia ,

URGENT
WITHOUT PREJUDICE

Our case submitted more than 4 month . Normally direct settlement within 4-6 weeks .

We called & write a lot email to LKK ask for offer but OIC Mr Vic told us , you haven't approval the mandate ?

Your insured reported & admitted was his faulty .

This is a case where liability is clear & apparent . Our client's car surveyed & repair cost agreed by your appointed surveyor .

I trust you can give offer already right?

I need you to accord this matter priority & let me have your immediate response failing which we shall have no alternative but to proceed.

Thanks

Regards,
Chris Chan Pick Yuen
LC AUTOMOTIVE
HP: 92712214

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Thursday, September 27, 2018 9:55 AM
To: Vic
Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK REF:CC4/ASM18006688/Amb3

Dear Vic ,

URGENT

If still no heard from your offer , I have no choice to process legal to claim against your insured policy .
Thanks

Regards,
Chris Chan Pick Yuen
LC AUTOMOTIVE
HP: 92712214

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Wednesday, September 5, 2018 1:03 PM
To: Vic
Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK REF:CC4/ASM18006688/Amb3

Dear Vic ,

What to wait for above case ?
I need your offer in next 3 days . If no I have my client's instruction to process legal . Thanks

Regards,
Chris Chan Pick Yuen

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Monday, August 27, 2018 10:40 PM
To: Vic
Cc: vale.oh@axa.com.sg; NG Stacey; cynthia.loh@axa.com.sg
Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK REF:CC4/ASM18006688/Amb3

Dear Sir / Mdm ,

Final Reminder
Without prejudice
Save time & Cost

Our case submitted more than 3 month .
Your insured reported & admitted was his faulty .
This is a case where liability is clear & apparent . Our client's car surveyed & repair cost agreed by your appointed surveyor .
I trust you can give offer already right?
I need you to accord this matter priority & let me have your immediate response failing which we shall have no alternative but to proceed.

Regards,
Chris Chan Pick Yuen
LC AUTOMOTIVE
HP: 92712214

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Thursday, August 16, 2018 9:10 PM
To: Vic; chewht@lkkauto.com
Cc: vale.oh@axa.com.sg; NG Stacey
Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK REF:CC4/ASM18006688/Amb3

Dear Sir / Mdm ,

URGENT

Case submitted 20.05.2018 .
Liability is clear 100% .
Your insured already reported & admitted was his faulty .
Repair cost agreed by your appointed surveyor .
Please let us have your offer in next 3 days . Thanks

Regards,
Chris Chan Pick Yuen
LC AUTOMOTIVE
HP: 92712214

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Tuesday, July 31, 2018 9:51 PM
To: Hsiao Tong (LKKAuto)
Cc: cynthia.loh@axa.com.sg; vale.oh@axa.com.sg
Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK REF:CC4/ASM18006688/Amb3

Dear All ,

FINAL REMINDER
WITHOUT PREJUDICE

Case submitted 20.05.2018 .
Liability is clear 100% .
Your insured already reported & admitted was his faulty .
Repair cost agreed by your appointed surveyor .
Direct settlement more than 2 month , offer no issue yet ?
2 month lawyer already can issue summon & settle case .
We not only need direct settle with your insured , our workshop can process legal in future .
Please maintain our good relationship , let us have your offer in next 7 days . Thanks

Regards,
Chris Chan Pick Yuen
LC AUTOMOTIVE
HP: 92712214

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, July 10, 2018 8:27 AM
To: chan pick yuen
Cc: vale.oh@axa.com.sg; cynthia.loh@axa.com.sg; Admin A; Olivia Lau (LKKAuto)
Subject: RE: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK REF:CC4/ASM18006688/Amb3

LKK REF: **CC4/ASM18006688/Amb3** *Without Prejudice*

Hi Chris,

We are looking into the matter and will get back to you.

Thank you.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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: chan pick yuen [mailto:chris_chanbebe@hotmail.com]
Sent: Friday, 6 July 2018 12:42 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: vale.oh@axa.com.sg; cynthia.loh@axa.com.sg

Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK
REF:CC4/ASM18006688/Amb3

Dear Sir / Mdm ,

Final Reminder

Our claim submitted more than 2 month , no heard from your offer yet ?

If no receive your offer in next 7 days , I have my client's instruction to process legal to claim against your insured policy . Thanks

Regards,
Chris Chan Pick Yuen
LC AUTOMOTIVE
HP: 92712214

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, June 22, 2018 8:02 AM

To: chan pick yuen

Cc: Admin A; Olivia Lau (LKKAuto)

Subject: RE: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK
REF:CC4/ASM18006688/Amb3

Without Prejudice

Hi Chris,

We will check and get back to you.

Hi Olivia,

Kindly assist. CC4/ASM18006688/Amb3

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: chan pick yuen [mailto:chris_chanbebe@hotmail.com]
Sent: Thursday, 21 June 2018 4:33 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK
REF:CC4/ASM18006688/Amb3

Dear Hsiao Tong ,

Final Reminder

Our case submitted more than 1 month .
Your insured already report .
Scene photos also submitted , liability is clear 100% .
But no heard from your offer yet ?

Regards,
Chris Chan Pick Yuen

From: chan pick yuen <chris_chanbebe@hotmail.com>
Sent: Tuesday, May 29, 2018 11:49 PM
To: Bevan Lim (LKK Auto)
Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK
REF:CC4/ASM18006688/Amb3

Dear Bevan ,

1ST REMINDER

Please let us have your offer soon .
If more than 2 month no offer?
Please refer to our appointed lawyer in future .
Please inform your principal , we really cant wait more than 2 month for direct settlement . Thanks

Regards,
Chris Chan Pick Yuen

From: Shu Pei (LKKAuto) <shupe@lkkauto.com>
Sent: Friday, May 11, 2018 12:06 PM
To: chan pick yuen
Cc: Admin A; Bevan Lim (LKK Auto)
Subject: RE: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL ***LKK
REF:CC4/ASM18006688/Amb3

Dear Chris,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Bevan,

For your information and necessary action please.

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: chan pick yuen [mailto:chris_chanbebe@hotmail.com]

Sent: Thursday, 10 May 2018 10:01 PM

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

Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: Re: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL

Dear Sir / Mdm ,

Enclosed is our LOA , invoice & GIA report .

Please advise OIC .

As request following :

1. RC \$3200 (AS AGREED)
2. LOU\$700 (\$100 -3000 cc X 7 DAYS -5 days recommend + 1 days waiting PRS / + 1 day weekend

@ 100% (direct from behind)

Total \$3900/-.

Please let us have your offer soon . Thanks

Regards,

Chris Chan Pick Yuen

Workshop Manager

LC AUTOMOTIVE

HP: 92712214

From: VISHNU BATHAM Shekhar <shekhar.batham@axa.com.sg>
Sent: Tuesday, April 10, 2018 11:23 AM
To: chan pick yuen
Cc: LOH Cynthia
Subject: Acknowledgement Your ref : GX9699R Our ref : S8M00DJ2MC/CL

Dear Sir

Without Prejudice

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a single joint expert.

List of our motor surveyors:-

1. Mohd Fadhilah Bin Osman (LBS Automotive Appraisal Pte Ltd)
2. Derek Oh Siong Wee (LBS Automotive Appraisal Pte Ltd)
3. Mohd Noh Bin Sapoh/ Stan See Chee Seng (LBS Automotive Appraisal Pte Ltd)
4. Ricky Teng/ Elgene Teng (RT Appraisal Pte Ltd)
5. Michael Chong (RT Appraisal Pte Ltd)
6. Elson Teng (RT Appraisal Pte Ltd)
7. Simon Ho/ Mohammed Rasul (LKK Auto Consultants Pte Ltd)
8. Ma Chin Fook/ Adrian Ling/ Chua Weijie (LKK Auto Consultants Pte Ltd)
9. Kenneth Kong/ Marcus Chua/ Hendry Ng (LKK Auto Consultants Pte Ltd)
10. Gerard Favacho (A-PAC Investigation Solutions Pte Ltd)

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.

Please send your reply to the in-charge claim handler who is copied in this email.

Regards,

Regards,
Shekhar Batham

AXA Singapore



From: chan pick yuen [mailto:chris_chanbebe@hotmail.com]
Sent: Tuesday, April 10, 2018 11:00 AM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Cc: KUMAR Shailendra <shailendra.kumar@axa.com.sg>
Subject: GX9699R & SLK6594M DOA 09.04.2018

Dear Sir / Mdm ,

Enclosed is scene photos , your insured hit from behind .
Please let us have your 10 name list of surveyor to survey our client's vehicle : GX9699R @ 1 KAKI BUKIT AVENUE 6 #01-107 AUTOBAY @ KB (S)417883 . Thanks

Regards,
Chris Chan Pick Yuen
Workshop Manager
LC AUTOMOTIVE
HP: 92712214

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