

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 15 April 2019 3:02 PM
To: ANG Yvonne
Cc: SUR
Subject: RE: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Dear Yvonne,

- 1) According to repairer, due to this high end car, the insured is very particularly of performance after the repair, the repairer is not so confident of repairing the vehicle at \$100K. They only present the supplementary after the insured took over the vehicle lead to satisfactory condition, thus no faults and error codes appeared during diagnostic test then submit the final supplementary list.
- 2) Informed by repairer car released on 21/12/2018, but the vehicle still back to workshop for follow-up actions.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Veron Chen (LKKAUTO)
Sent: Monday, 8 April 2019 4:37 PM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Dear Yvonne,

We will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Monday, 8 April 2019 4:16 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Hi Veron

As spoken, please advise the following

1. Claim was authorize in May 18, why hold for so long to send us the supplementary-Dec'18? Kindly explain on the delay.
2. When the workshop complete the repair and the car was release without our approval on supplementary/survey by our surveyor?

Regards

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888



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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, February 15, 2019 5:11 PM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Cc: CHOW Soon Hee Gene <gene.chowsh@axa.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Dear Yvonne,

Repairer accept at Lump Sum \$118K

For your approval please.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Veron Chen (LKKAuto)

Sent: Thursday, 31 January 2019 11:06 AM

To: ANG Yvonne <yvonne.ang@axa.com.sg>

Cc: CHOW Soon Hee Gene (<gene.chowsh@axa.com.sg> <gene.chowsh@axa.com.sg>

Subject: FW: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Dear Yvonne,

According to repairer, based on estimate, the repair cost should be above \$127K, therefore they are still appealing to AXA to approve \$120K of repairs.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: ANG Yvonne <yvonne.ang@axa.com.sg>

Sent: Thursday, 31 January 2019 10:25 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: CHOW Soon Hee Gene <gene.chowsh@axa.com.sg>

Subject: FW: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Hi Veron

Please informed workshop if they are able to agree at \$115K, if they are agreeable we will proceed to seek management approval. Thanks

Regards

Yvonne Ang

Assistant Manager

Motor (Property) Claims

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

Email: yvonne.ang@axa.com.sg

DID: 1800 880 4888



redefining / insurance



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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Tuesday, January 29, 2019 1:26 PM

To: ANG Yvonne <yvonne.ang@axa.com.sg>

Cc: SUR <sur@lkkauto.com>; CHOW Soon Hee Gene <gene.chowsh@axa.com.sg>

Subject: FW: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Dear Yvonne,

Please refer email from repairer.

Kindly advised.

Hi Veron,

Please help to appeal the offer as \$120,000 because this case took quite long time and also Adrian has write off many

Thank you so much awaiting your kindness reply.

Best Regards

Ash Tay

Etalia Autoworkz Pte Ltd

No.51 Ubi Avenue 1, #01-04

Paya Ubi Industrial Park,

Singapore 408933.

Tel : 6747 5277 Fax : 6444 0200

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Tuesday, 29 January 2019 9:40 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; CHOW Soon Hee Gene <gene.chowsh@axa.com.sg>
Subject: RE: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Hi Veron

Thank you for clarification that the second set supplementary should be \$16,250 instead of \$13,550
However, please try to negotiate to \$10k

Thanks

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888



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From: ANG Yvonne
Sent: Tuesday, January 29, 2019 9:21 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: sur@lkkauto.com; CHOW Soon Hee Gene <gene.chowsh@axa.com.sg>
Subject: FW: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Hi Veron

Thank you for your detail information

11/6/18 Received 1st supplementary, refer IA 11.6.18

22/6/18 Received via SMART CLAIM to negotiate \$100K. – we had not given approval for this

10/12/18 Received 2nd supplementary, refer IA 11.12.18 – \$13,550 are we able to finalize off at \$10k ?

Regards

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888



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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, January 04, 2019 2:28 PM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Subject: FW: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Dear Yvonne,

We refer to the above mentioned.

11/6/18 Received 1st supplementary, refer IA 11.6.18
22/6/18 Received via SMART CLAIM to negotiate \$100K.
10/12/18 Received 2nd supplementary, refer IA 11.12.18

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Veron Chen (LKKAuto)
Sent: Monday, 24 December 2018 7:58 AM
To: ANG Yvonne <yvonne.ang@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Dear Yvonne,

Please refer attached 1st IA and 2nd IA

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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