

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 28 January 2019 11:05 AM
To: 'ANG Yvonne'
Cc: 'CHOW Soon Hee Gene'
Subject: RE: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)
Attachments: PHOTOS 2.pdf; My Movie.mp4; PHOTOS 1.pdf

Dear Yvonne,

According to surveyor, during the diagnostic test, the system revealed that the Master ECU, Slave ECU are damaged. Please see attached photos of the fault code.

Also, please view the video clip attached which showed that the rotating wheel is not turning on a vertical plane. The displaced rotating plane of the wheel signifies a warped brake disc.

Hope that the above clarifies matters.

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, 24 January 2019 5:56 PM
To: 'ANG Yvonne' <yvonne.ang@axa.com.sg>
Cc: CHOW Soon Hee Gene <gene.chowsh@axa.com.sg>
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: Thursday, 24 January 2019 5:53 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: CHOW Soon Hee Gene <gene.chowsh@axa.com.sg>
Subject: RE: SE 98S-DOA: 9/4/2018 (AXA REF: S8M00DK9)

Hi Veron

May I further check from you, as you mention got engine check light that is why need to have another supplementary, may we have the check light photos and also ask please highlight the electronic parts that triggered the check light.

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



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited.

If you are not the intended recipient of the message, please notify the sender immediately.

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

Sent: Wednesday, January 23, 2019 8:56 AM

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

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

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

Dear Yvonne,

Re-send

According to surveyor Adrian, the repairer is not confident of repairing the vehicle at \$100K as the vehicle is still in the midst of repairs for this high end car.

A second set of supplementary was presented when the vehicle's repairs was almost completed and during test driving, faults and error codes appeared during diagnostic test and hence the existence of the second supplementary list.

This occurred somewhere in early December 2018.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Thursday, 17 January 2019 2:53 PM
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

We refer to our tele-conversation.

The first supplementary in June that you submitted for \$114,050 had not been approved, we requested for negotiation to \$100K. How come there is second set of supplementary ?
Kindly explain

Regards

Message: PLEASE ADVISE REPAIR STATUS

 **RE: Re:SE 98S-SUPPLEMENTARY**

Reply

From: LKK AUTO CONSULTANTS PTE LTD (OD)

Message: Dear Sir/Madam, We will check and revert. Thanks Veron Chen

 **Re:SE 98S-SUPPLEMENTARY**

Reply

From: ANG Yvonne

Message: Can negotiate to \$100K ?

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



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited.

If you are not the intended recipient of the message, please notify the sender immediately.

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)

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are

not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.