

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Tuesday, 15 May, 2018 3:45 PM
To: Don Bong Kiong Hua
Cc: Andre Chow En De; Yusof Bin Hashim; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye; Bevan Lim (LKK Auto); Admin A; assignments; Vic (LKKAuto); Poh Kin (LKKAuto)
Subject: RE: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018 (urgent basis) | S8M00FK1 *** LKK REF: CC4/ASM18008676/ha3

WITHOUT PREJUDICE

Dear Don Bong,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both party, the liability is clear subject to the BOLA guideline settlement.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Kindly forward the LOD and all supporting documents to us if available to proceed with the settlement.

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)



Save the Earth. Print only when necessary.

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From: Don Bong Kiong Hua [mailto:kionghua.bong@cyclecarriage.com.sg]
Sent: Friday, 11 May, 2018 7:06 PM
To: Mei Kwan (LKKAuto)
Cc: Andre Chow En De; Yusof Bin Hashim; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye; Vic (LKKAuto); Bevan Lim (LKK Auto); Admin A; assignments
Subject: RE: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018 (urgent basis) | S8M00FK1 *** LKK REF: CC4/ASM18008676/ha3

FYI

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, 11 May, 2018 6:01 PM
To: Don Bong Kiong Hua
Cc: Andre Chow En De; Yusof Bin Hashim; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye; Vic (LKKAuto); Bevan Lim (LKK Auto); Admin A; assignments
Subject: RE: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018 (urgent basis) | S8M00FK1 *** LKK REF: CC4/ASM18008676/ha3

Dear Sir / Madam,

We refer to the above matter.

Please provide us :-

- **your client's GIA report**

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: Don Bong Kiong Hua [<mailto:kionghua.bong@cyclecarriage.com.sg>]
Sent: Friday, 11 May, 2018 5:32 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Yusof Bin Hashim <yusof.hashim@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018 (urgent basis) | S8M00FK1 *** LKK REF: CC4/ASM18008676/ha3
Importance: High

Dear Sir / Madam,

Attached video scene.

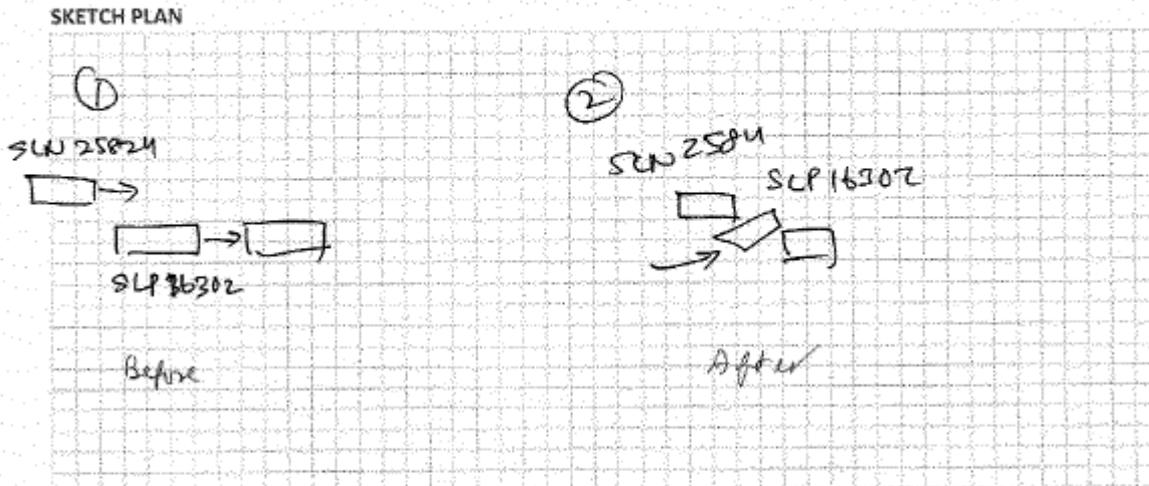
From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, 11 May, 2018 4:34 PM
To: Don Bong Kiong Hua
Cc: Andre Chow En De; Yusof Bin Hashim; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye; Vic (LKKAuto); Bevan Lim (LKK Auto); Admin A; assignments
Subject: RE: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018 (urgent basis) | S8M00FK1 *** LKK REF: CC4/ASM18008676/ha3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Rubber Mat stuck at the brake pedal, unable to slow down and was about to hit the front car and ~~to~~ took the decision to change lane. Thus the on coming car SW 2582H bang onto me.

Please note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

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

Meanwhile, please provide us :-

- your client's GIA report
- evidence i.e. video and scene photo
- arrange appointment for TP survey.

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

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)

----- Original Message -----

From: kionghua.bong@cyclecarriage.com.sg

Sent: 10/05/2018

To: cst@axa.com.sg; motor.survey@axa.com.sg

Subject: RE: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018 (urgent basis)

Hi Officer in charge,

We still waiting reply on survey and liability on this matter.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339

[cid:image001.jpg@01D3C118.7FBC9E80]

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[cid:image006.png@01D2AD39.D12DDA70]

From: Don Bong Kiong Hua
Sent: Thursday, 3 May, 2018 9:10 PM
To: 'cst@axa.com.sg'; 'motor.survey@axa.com.sg'
Cc: Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye
Subject: FW: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018 (urgent basis)
Importance: High

Hi Officer in charge,

We still waiting reply on survey and liability on this matter.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339

[cid:image001.jpg@01D3C118.7FBC9E80]

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[cid:image006.png@01D2AD39.D12DDA70]

From: Don Bong Kiong Hua
Sent: Monday, 30 April, 2018 10:15 AM
To: cst@axa.com.sg<<mailto:cst@axa.com.sg>>; motor.survey@axa.com.sg<<mailto:motor.survey@axa.com.sg>>
Cc: Andre Chow En De; Yusof Bin Hashim; Coco Lu Ting; Edwin Abcede Caina; Tay Jian Ye
Subject: RE: AXA TP CLAIM SLN2582H AGAINST SLP1630Z DOA 27.04.2018
Importance: High

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SLN2582H), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number SLP1630Z) involved. As such we are

proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

Do let me know the liability at the soonest possible.

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339

[cid:image001.jpg@01D3C118.7FBC9E80]

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T: +65 6568 4501 • F: +65 6565 1240 • www.cyclecarriage.com.sg<<http://www.cyclecarriage.com.sg/>>

[cid:image006.png@01D2AD39.D12DDA70]

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Should you require further assistance, please contact us at 1800 880 4888.

Sincerely,

Dennis de Jesus | Specialist, GI Call Centre
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email:customer.care@axa.com.sg
Phone: 1800 880 4888 (Within Singapore) / (65) 6880 4888 (International)

ref:_00Db0Ky1f._5006F1h3PDc:ref

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