

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 31 October 2018 2:31 PM
To: 'Serene LIM'
Subject: RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018 | OUR REF: S8M00HTBMC/CL *** LKK REF: CC4/ASM18010431/pa3
Attachments: SJY 438X - Video.mp4

WITHOUT PREJUDICE

Hi Serene,

We refer to the above matter.

Attached here with a copy of our insured accident video footage for your easy reference. Our video shows that your client was reversing and hit into our insured vehicle which was at a stationary position. We are of the view that our driver is not liable for this accident.

In view of this, we regret to inform your that we have our principal instruction to deny liability and unable to look into your client claim.

Thank you.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

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: Serene LIM <serene@autocare.com.sg>
Sent: Monday, 22 October 2018 10:43 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018 | OUR REF: S8M00HTBMC/CL *** LKK REF: CC4/ASM18010431/pa3

Morning Hsiao Tong

Pls revert, Thanks

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [Serene LIM](#)

Sent: Tuesday, September 04, 2018 5:22 PM

To: [Hsiao Tong](#)

Subject: Fw: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018 | OUR REF: S8M00HTBMC/CL *** LKK
REF: CC4/ASM18010431/pa3

Hi Hsiao Tong

Pls revert this case asap. Still pend your video clip

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [Serene LIM](#)

Sent: Thursday, June 14, 2018 12:22 PM

To: [Hsiao Tong](#)

Subject: Fw: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018 | OUR REF: S8M00HTBMC/CL *** LKK
REF: CC4/ASM18010431/pa3

Hi Hsiao Tong

We spoke.

Have your insured forward the video clip to your side?

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [Mei Kwan \(LKKAUTO\)](#)

Sent: Thursday, June 07, 2018 6:54 PM

To: [Serene LIM](#)

Cc: [Hsiao Tong \(LKKAUTO\)](#) ; [Asher Sng \(LKKAUTO\)](#) ; [Joy Irene \(LKKAUTO\)](#) ; [Admin A](#)

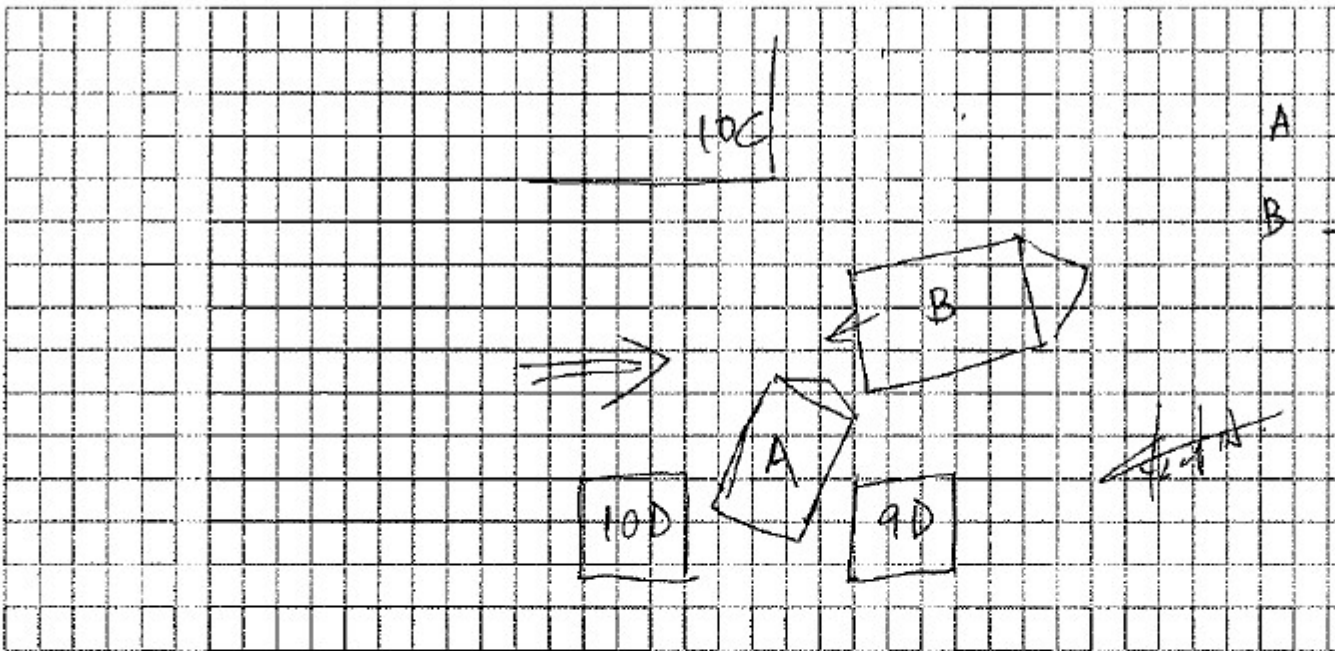
Subject: RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018 | OUR REF: S8M00HTBMC/CL *** LKK
REF: CC4/ASM18010431/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was looking for a parking lot at the carpark. When I + the parking lot between pillars 9D and 10D, I realised th a season parking lot. I also noticed that the other par I stayed in the lot to wait as I am unclear about his int Then the other party moved in forward which was toward parking lot. I move my car forward a bit and stop for h his parking. But when I realised that he ^{then} signaled ~~reserve~~ lights, I do not have time to react and the accident oc I noted that the directional arrow on the floor was pointing from the left to right and it is a single direction only.

Please provide us evidence i.e. video, scene photo and arrange for TP survey.

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

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)

From: Serene LIM [<mailto:serene@autocare.com.sg>]

Sent: Monday, 4 June, 2018 11:14 AM

To: TAY Ernest <ernest.tay@axa.com.sg>

Cc: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Subject: Re: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018 | OUR REF: S8M00HTBMC/CL

Hi Ernest

Thank you for your email.

Pls arrange LKK

Thank you & Regards

Serene LIM

Lim Yew Boo Spray Paint Co

Tel: +65 64545011 | Fax: +65 64593724 | Hp: +65 96852332

E-mail: serene@autocare.com.sg

From: [TAY Ernest](#)

Sent: Monday, June 04, 2018 10:52 AM

To: [Serene LIM](#)

Cc: [SG AXA Insurance SM AXA SGP - Motor Survey](#)

Subject: RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018 | OUR REF: S8M00HTBMC/CL

WITHOUT PREJUDICE

Dear Serene,

As requested, please find the list of surveyors below:

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/ Hendry Ng (LKK Auto Consultants Pte Ltd)
10. Marcus Chua (LKK Auto Consultants 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.

Kindly reply to motor.survey@axa.com.sg to inform about your selected surveyor.

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.

Thank you.

**Please note we have terminated our fax-line. Please send your correspondences to our two common mail boxes instead. For OD/TP survey, please send it to motor.survey@axa.com.sg. For other correspondences, please send it to motor.doc@axa.com.sg.*

With Regards,

Ernest Tay | Specialist, Motor (Property) Claims

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

Email: wmailto:ernest.tay@axa.com.sg

Phone: 1800-880-4888

Company Registration number: 199903512M

GST Registration number: 199903512M



redefining / insurance

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From: Serene LIM [<mailto:serene@autocare.com.sg>]

Sent: Thursday, May 31, 2018 11:59 AM

To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Subject: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018

To : Motor Claims Dept (Arrangement of Surveyor Unit)

RE: NOTICE TO THIRD PARTY INSURERS TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAY PURSUANT TO PARAGRAPH 6.2 OF PRE-ACTION PROTOCOL FOR NIN-INJURY MOTOR ACCIDENT CLAIMS (NIMA)

ACCIDENT INVOLVING SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018

We are the repairer for Mr Lau Wai Cheng the owner of vehicle no.SLR262Z

Please be informed that the said vehicle can be inspected at the following venue:

Lim Yew Boo Spray Paint Co

Blk 10 Sin Ming Industrial Estate #01-10 Singapore 575645

Tel: 64534177 Fax: 64593724 Email: serene@autocare.com.sg

Contact Person: Serene Lim Hp : +65 96852332

Please also provide us a list of 10 surveyors as your nominated SJE (Single Joint Expert)

PLEASE ARRANGE OFFICER-IN-CHARGE TO LET US KNOW ASAP IF WE COULD DO DIRECT SETTLEMENT FOR THIS CASE

I/ We enclosed herewith a copy of our client **SAS Statement** for your reference. Looking forward to your kind assistance and co-operative in this matter.

Please note that if you fail to conduct the pre-repair inspection within the next 2 days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you

Regards
Serene LIM

Lim Yew Boo Spray Paint Co

Direct : +65 64545011

Mobile : +65 96852332

-----Disclaimer-----

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