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LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

		Affiliated to Federatio	n Internationale Des Experts En Auto	omobile			
AXA INSURANCE PTE LTD 8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811			Ref : CC4/ASM180	Ref : CC4/ASM18010431/pa3			
			Date: 07-06-2018 Code: ASM				
1.		Policy Pa	rticulars :- THIRD PARTY CLA	AIM			
	Insured Veh.	SJY 438X	Veh. Inspected	SLR 262Z			
	Policy No.		Coverage (\$)	0.00			
	Claim No.	S8M00HTB	Excess (\$)	0.00			
	Assign From		Assign Date	07/06/2018			
2.		Vehic	cle Particulars & Condition	CHARLES SERVICE			
	Make & Model		c.c	0			
	Engine No.	HIDDEN	Year of Reg.	Year of Reg.			
	Chassis No.		Colour				
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		De	escription of Damages				
150			General Information	A Company of the Comp			
	Accident Date	19/05/2018	Inspection Date				
ī	Survey held at	LIM YEW BOO SPRAY	The state of the s				
	BLOCK 10, SECTOR C SIN MING ROAD INDUSTRIAL ESTATE, #01-10 SINGAPORE 575645.						
			Remarks				
	A)THE INSPECTIO	N WAS CONDUCTED O	N A"WITHOUT PREJUDICE" BASI ONS, WE HAVE NOT AUTHORISI	S.			

Hsiao Tong (LKKAuto)

From:

LOH Cynthia <cynthia.loh@axa.com.sg>

Sent:

Thursday, 25 October 2018 4:54 PM

To:

Admin A; Hsiao Tong (LKKAuto)

Subject:

Attachments:

RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018; S8M00HTB Undeliverable: RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018;

S8M00HTB

Dear Hsiao Tong,

Please see the attached. Unable to send via email/upload into SC.

Insured's video footage shows that TP reversing and hit into IV which was at a stationary position. Please proceed to reject TP.



Cynthia Loh

Specialist, Motor Claims Department

AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: cynthia.loh@axa.com.sg Customer Care No. 1800 8804741

www.axa.com.sg





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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: LOH Cynthia

Sent: Thursday, October 25, 2018 4:43 PM

To: admin-a@lkkauto.com; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018; S8M00HTB

Dear Hsiao Tong.

After reviewing please upload into SC.



Cynthia Loh

Specialist, Motor Claims Department

AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: cynthia.loh@axa.com.sg Customer Care No. 1800 8804741

www.axa.com.sg



\$

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From: LOH Cynthia

Sent: Tuesday, June 05, 2018 4:10 PM

To: admin-a@lkkauto.com

Subject: RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018; S8M00HTB

Dear LKK.

FYNA.

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

Sent: Tuesday, June 05, 2018 3:38 PM

To: LOH Cynthia < cynthia.loh@axa.com.sg>

Subject: Re: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018; S8M00HTB

Hi Cynthia

Pls arrange LKK to contact us

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: LOH Cynthia

Sent: Tuesday, June 05, 2018 1:57 PM

To: Serene LIM

Subject: RE: PRI SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018; S8M00HTB

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)
- Michael Chong (RT Appraisal Pte Ltd)
- 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)

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 note that we have terminated our fax-line. Hence, please send your correspondences to our two common mail boxes instead.
- For OD/TP surveys, email to motor.survey@axa.com.sq
- For other correspondences, email to motor.doc@axa.com.sq

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



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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 WORKINGS 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

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Hsiao Tong (LKKAuto)

From:

1 ,

cynthia.loh@axa.com.sg

Sent:

Wednesday, 31 October 2018 2:14 PM

To:

Hsiao Tong (LKKAuto)

Cc:

Admin A

Subject:

S8M00HTB SLR262Z & SJY438X ALONG UE SQUARE ON 19/5/2018

You have received 1 secure file from cynthia.loh@axa.com.sg.

Use the secure link below to download.

Video footage

Secure File Downloads:

Available until: 30 November 2018

Click link to download:

SJY438X OI Video - Accident.zip

29.33 MB, Fingerprint: c9c7872c1922a08c521cd0c6bc95bcbc (What is this?)

You have received attachment link(s) within this email sent via Accellion Secure File Transfer. To retrieve the attachment(s), please click on the link(s). To learn how your company can benefit from Accellion Secure File Transfer, please visit http://www.accellion.com

Secured by Accellion

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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: <u>chewht@lkkauto.com</u> | 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 LKK AUTO CONSULTANTS PTE LTD (TP) +



S8M00HTB

Type

Q Question

Message

Hi, We refer to the above matter. We have rejected third party claim as per instruction and third party did not arrange for survey. We will proceed to close file at our end. Kindly assist to close/ cancel the case. **No bill to AXA as no survey done by LKK. Thank you. Hsiao Tong - 02 Nov 2018