



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

10 OCTOBER 2018

LEE LAI LAI AMY
4B PARK VALE
#03-10
SINGAPORE 288564

By Post & By Email

Dear Sir/Madam,

OUR REF : CC4/ASM18010497/Aha3
YOUR REF : SKM 7251Y
ACCIDENT INVOLVING SKM 7251Y / GZ 3692M / OTHERS ALONG PIE TOWARDS
CHANGI BEFORE EUNOS EXIT ON 04.06.2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third-party claim against your policy.

We have received a claim from M/s UNITED SG AUTOMOBILE PTE LTD, acting on behalf of the owner of GZ 3692M against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had been involved in a 3-vehicle chain collision and was the 2nd vehicle. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

You are aware that your No-Claim Discount (NCD – if applicable) will be withheld for the time being pending for final allocation of liability in settlement by our principal.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to vicalpeh@lkkauto.com within 7 days from the date of this letter **if not provided at AXA's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (if any)



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- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at vicalpeh@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,



Vic Alpeh
Case Handler
DID: 6841 2096
FAX: 6741 4108
Email: vicalpeh@lkkauto.com

c.c. AXA Insurance Pte Ltd (AXA)
(Motor Claims Dept)

lailaiamybalmes@gmail.com
(Email)



SERVICE REQUESTS

MESSAGES

CLAIMS



Re:RE: Re:RE: Pls advise status of TP's claim. TY.

Type

Question

Message

HI, if no response from TP by 4.3.21, pls proceed to submit your tax invoice and close the file at your end. TY.

[Reply](#)



Teamwork Clerk -chris



🔒 Messages are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. [Click to learn more.](#)

Hi chris, this is cecilia from lkk. GZ 3692M, under united sg, previously spoken to u twice on the phone in regards to the final estimate list marked. And that u say u will look for it and send me. But till today still yet to hear from u. Does you all still want to proceed with tp claim for this matter? If no, then i will submit wp and close the case. As this is the 3rd reminder to you side le. Please check and let me know asap. Urgent.

17:04 ✓✓

TODAY

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Your ref: GZ 3692M
Our Ref: CC4/ASM18010497/Aga3

Dear Sir/Madam,

ACCIDENT INVOLVING SKM 7251Y AND GZ 3692M ON 04/06/2018

We refer to the above matter.

Kindly check and advise if your client is still interested to pursue with his third-party claim against our principal M/s AXA Insurance Pte Ltd.

Please respond within 10 days from the date of this e-mail. Otherwise, we shall have no other option but to submit our report to our principal for closure.

17:51 ✓✓