

## Veron Chen (LKKAUTO)

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**From:** Chan Nguan Boo <chan\_nguan\_boo@tanchong.com>  
**Sent:** Friday, 6 September 2019 4:26 PM  
**To:** CHAN Kian Chuan  
**Cc:** Eden Yeap; Eric Koh; Lawrence Teo; NG Stacey; Veron Chen (LKKAUTO); birdie.ong@axa.com.sg  
**Subject:** RE: Tan Chong Motor Sales Pte Ltd Outstanding payment With AXA as at 31.8.19  
**Attachments:** Fwd: SGQ2008T DOA:21.06.2018 MOON ROOF GLASS; Fwd: SGQ2008T DOA:21.06.2018 MOON ROOF GLASS - S8M00MIR

Dear KC

For this case please refer to attached Email correspondence with Veron from LKK and Birdie from your side. The reference no for this case should be AXA REF:S8M00MIR

3	A006	AXA INSURANCE PTE LTD	13	W12139888	15-Aug-18	3607.9
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Regards  
Nguan Boo

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**From:** CHAN Kian Chuan [mailto:kianchuan.chan@axa.com.sg]  
**Sent:** Friday, 6 September 2019 3:48 PM  
**To:** Chan Nguan Boo <chan\_nguan\_boo@tanchong.com>  
**Cc:** Eden Yeap <edenyeap@tanchong.com>; Eric Koh <ekyl@tanchong.com>; Lawrence Teo <lawrenceteo@tanchong.com>; NG Stacey <stacey.ng@axa.com.sg>  
**Subject:** RE: Tan Chong Motor Sales Pte Ltd Outstanding payment With AXA as at 31.8.19  
**Importance:** High

Hi Nguan,

Thank you for the attachments well received.  
Please refer to the above attached with our inputs highlighted in 'Purple'  
Please engage with the appointed surveyors for the latest updates to your claim and we had updated them separately to follow up closely with your cases.

Thank you.

*\*Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards



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KC Chan | Senior Specialist, Motor Claims Department  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)  
Customer Care No. 1800 8804888



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**From:** Chan Nguan Boo <[chan\\_nguan\\_boo@tanchong.com](mailto:chan_nguan_boo@tanchong.com)>  
**Sent:** Friday, September 6, 2019 3:12 PM  
**To:** CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Cc:** Eden Yeap <[edenyeap@tanchong.com](mailto:edenyeap@tanchong.com)>; Eric Koh <[ekyl@tanchong.com](mailto:ekyl@tanchong.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>  
**Subject:** [EXTERNAL] RE: Tan Chong Motor Sales Pte Ltd Outstanding payment With AXA as at 31.8.19

Dear KC,

Please refer to this Revised Copy instead

Thanks

Regards  
Nguan Boo

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**From:** Chan Nguan Boo  
**Sent:** Friday, 6 September 2019 2:59 PM  
**To:** CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Cc:** Eden Yeap <[edenyeap@tanchong.com](mailto:edenyeap@tanchong.com)>; Eric Koh <[ekyl@tanchong.com](mailto:ekyl@tanchong.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>  
**Subject:** RE: Tan Chong Motor Sales Pte Ltd Outstanding payment With AXA as at 31.8.19

Dear KC,

Kindly find enclosed with date of accident and your client vehicle number for your necessary action.

Thanks

Regards  
Nguan Boo  
DID: 6703 8837

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**From:** Chan Nguan Boo  
**Sent:** Friday, 6 September 2019 11:29 AM  
**To:** CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Cc:** Eden Yeap <[edenyeap@tanchong.com](mailto:edenyeap@tanchong.com)>; Eric Koh <[ekyl@tanchong.com](mailto:ekyl@tanchong.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>  
**Subject:** RE: Tan Chong Motor Sales Pte Ltd Outstanding payment With AXA as at 31.8.19

Dear KC,

Will send to you in excel shortly

Regards  
Nguan Boo

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**From:** CHAN Kian Chuan [<mailto:kianchuan.chan@axa.com.sg>]  
**Sent:** Friday, 6 September 2019 11:26 AM  
**To:** Chan Nguan Boo <[chan\\_nguan\\_boo@tanchong.com](mailto:chan_nguan_boo@tanchong.com)>  
**Cc:** Eden Yeap <[edenyeap@tanchong.com](mailto:edenyeap@tanchong.com)>; Eric Koh <[ekyl@tanchong.com](mailto:ekyl@tanchong.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>  
**Subject:** RE: Tan Chong Motor Sales Pte Ltd Outstanding payment With AXA as at 31.8.19  
**Importance:** High

Dear Nguan,

Thank you for your email.

Can we have more details with regards to the below listing? I.e. Our insured vehicle number, your client's vehicle number, date of accident and our reference number if available.  
We did a random check in your list and only managed to find few cases in our records but bulk of the cases in the list are not in our records.

Thank you.

*\*Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards



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KC Chan | Senior Specialist, Motor Claims Department  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)  
Customer Care No. 1800 8804888



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**From:** Chan Nguan Boo <[chan\\_nguan\\_boo@tanchong.com](mailto:chan_nguan_boo@tanchong.com)>  
**Sent:** Tuesday, September 3, 2019 10:50 AM  
**To:** SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Cc:** Eden Yeap <[edenyeap@tanchong.com](mailto:edenyeap@tanchong.com)>; Eric Koh <[ekyl@tanchong.com](mailto:ekyl@tanchong.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>  
**Subject:** [EXTERNAL] Tan Chong Motor Sales Pte Ltd Outstanding payment With AXA as at 31.8.19

Dear Kian Chuan and AXA,

Below is the OS invoices (total \$40,691.98) as at 31.8.19

Please let us know whether there is any issue so that we can follow up.

Your immediate response on this is much appreciated.

Thanks in advance

Regards  
Nguan Boo  
DID: 6703 88377

S/N	Invoice No	Date	Amount	Regn. No.	Payment Before/On 31-Jul-19	Payment Month Till 31-Aug-19
1	W12140940	25-Jun-19	1850.9	SJF7072X	0	0
2	W12140941	25-Jun-19	5210.63	SME2703L	0	0
3	W12140987	28-Jun-19	1966.92	SKZ3947G	0	0
4	W12141062	25-Jul-19	3662.57	SLV4504D	0	0
5	W12141067	25-Jul-19	1525.69	SLD8911E	0	0
6	W12140224	23-Nov-18	7176.49	SLU748Z	0	0
7	W12141110	7-Aug-19	1502.13	SLK3699P	0	0
8	W12141083	31-Jul-19	5082.5	SKH8701K	0	0
9	W12141136	16-Aug-19	5094.53	SJY9556D	0	0
10	W12141205	27-Aug-19	458.32	SMC7624J	0	0
11	W12141147	19-Aug-19	1256.8	SCQ3227T	0	0
12	W12141212	28-Aug-19	1139.03	SLS7986S	0	0
13	W12140345	28-Dec-18	2598.55	SCV8738B	0	0
14	W12140541	28-Feb-19	2166.92	SLD9286U	0	0

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**From:** Chan Nguan Boo  
**Sent:** Tuesday, 30 July 2019 2:05 PM  
**To:** [cst@axa.com.sg](mailto:cst@axa.com.sg)  
**Cc:** Eden Yeap <[edenyeap@tanchong.com](mailto:edenyeap@tanchong.com)>; Eric Koh <[ekyl@tanchong.com](mailto:ekyl@tanchong.com)>; Lawrence Teo <[lawrenceteo@tanchong.com](mailto:lawrenceteo@tanchong.com)>  
**Subject:** Outstanding payment as at 30.7.19

Dear Claims team,

Please find enclosed OS invoices as at 30.7.19

Kindly advise on the status of the payment. Do let us know if you have any queries.

Thanks

Regards  
Nguan Boo  
Finance  
DID: 6703 8837

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