

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 9 October, 2018 10:41 AM
To: CHAN Kian Chuan
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: Fw: GA052501- Third Party Claim S8M00XPW L:KK REF CC4/ASM18018047/hb3

Dear KC,

We refer to the subject matter.

Please be informed that we had spoken to the Insured Mr Heryanto and to the QBE PIC Ms Joyce and confirmed that QBE will take over the TP claim.

As such, we will redirect the claim to QBE instead.

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)



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From: CHAN Kian Chuan [mailto:kianchuan.chan@axa.com.sg]
Sent: Friday, 5 October, 2018 11:25 AM
To: Shu Pei (LKKAUTO); Vic (LKKAUTO)
Subject: RE: Fw: GA052501- Third Party Claim S8M00XPW
Importance: High

Hi Vic,

Please update us the status of this matter.

Thank you.

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department

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

Email: kianchuan.chan@axa.com.sg

Customer Care No. 1800 8804888



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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Thursday, October 04, 2018 2:30 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Subject: RE: Fw: GA052501- Third Party Claim S8M00XPW

Hi Vic,

Kindly assist.

Thank you

<< OI CALLED IN / TO CALL INSURED

Type

Question

Message

OI CALLED IN AND INFORMED US THAT HE DO NOT HAVE A VEHICLE FOR DELIVERY SERVICES. HE DO NOT VOUCHER AGAINST HIM BUT TO CLAIM UNDER HIS ANOTHER POLICY AND CLARIFY WITH INSURED ON HIS OTHER POLICY

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Sent: Thursday, 4 October 2018 2:21 PM
To: Admin A <admin-a@lkkauto.com>; Admin-B <admin-b@lkkauto.com>
Subject: RE: Fw: GA052501- Third Party Claim S8M00XPW
Importance: High

Hi LKK,

Yes to re-direct to QBE but prior to that we need a confirmation from QBE that they will be taking over full conduct of this matter and AXA will not be liable for any claims pertaining to this accident.

Thank you.

Warmest Regards

KC Chan | Senior Specialist, Motor Claims Department

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

Email: kianchuan.chan@axa.com.sg

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

From: Salma Cornel [<mailto:salma.cornel@axa.com.sg>]

Sent: Thursday, October 04, 2018 12:39 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Subject: RE: Fw: GA052501- Third Party Claim

Dear KC,

Please refer the email below from insured Mr. Tan.

Regards,
Salma Cornel
Customer care

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

From: heryanto_tan@hotmail.com

Sent: 04/10/2018

To: cst@axa.com.sg

Subject: Fw: GA052501- Third Party Claim

Dear officer-in-charge

I understand that currently there is a third party claim under my personal insurance AXA. However, now there is an insurance provider QBE which wish to take over of handling the third party claim.

This was as advised by the QBE agent who is handling the insurance claims on behalf of Amaxon fl

ex delivery drivers since I am one of the delivery drivers & am also covered by their insurance policy. (Please refer to attachment for the coverage covered). The insurance policy has automobile liability coverage to the third party vehicle/person damages.

When the accident happened, indeed I was in the midst of delivering parcels to the designated locations under Amazon.

I did not have the certificate insurance of QBE but as per attached it was stated we as the driver will have an auto insurance policy provided by Amazon. I do believe, the claim handler by Amazon has already contacted the QBE agent. She has correspondences with AXA already on my behalf.

After obtaining this information that the third party claim is covered by QBE, instead of claiming from my personal insurance policy. I am now considering to let QBE handle the claim for me now due to the implications that would affect my upcoming premiums.

But, in order for this transition to be successful. The QBE agent wishes to have contacts with the AXA claim handler to handover the claims that were already made to them. Another way would be to contact directly the QBE agent claim handler Joyce-64771184.

Hence, I wish to seek AXA assistance in this matter for the transferring/transition of third party claim against me to another insurance party if possible and properly advise me the consequences and implications if any.

Finally, after providing those infos, would the claim handler contact me directly to share/discuss with me on how to resolve this matter.

Thanks.

Regards
Heryanto Tan

From: CST <cst@axa.com.sg>
Sent: Wednesday, October 3, 2018 9:50:54 AM
To: heryanto_tan@hotmail.com
Subject: GA052501- Third Party Claim

Dear Mr. Tan,

Thank you for contacting AXA Insurance Pte. Ltd.

Our claim handler is requesting you to provide us some information with regards to the Third Party claim against you.

- What is the coverage that QBE has with your vehicle.
- Purpose of using the vehicle when the accident happened.
- Certificate of Insurance from QBE.

Please note to indicate in your email that you do not wish to engage AXA to assist for the Third Party claim against your policy.

Best Regards,

Salma Cornel I Customer Care
AXA Insurance Pte Ltd,

8 Shenton Way #24-01 AXA Tower, Singapore 068811 customer.care@axa.com.sg
Tel: 1800-8804888 (Within Singapore) / (65) 68804888 (International)
Website: www.axa.com.sg<<http://www.axa.com.sg>>

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