

## Mei Kwan (LKKAuto)

---

**From:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Sent:** Tuesday, 15 October, 2019 10:10 AM  
**To:** PEREZ Jessebel  
**Cc:** Admin A  
**Subject:** RE: URGENT:P1427879 / S8M0133C

Dear Jessebel,

50% settlement based on TP's video footage in SC, showing that Insured driver was coming from the right and side swipe with TP.

Nonetheless, if the policyholder wish to preserve the No Claim Discount/to include NCDP in his renewal, please advise the policyholder to furnish us with proof that the recovery claim/counter-claim is totally successful, i.e. the policyholder has recovered his losses in full (at least 80% liability).

\*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.sg](mailto:motor.survey@axa.com.sg)
- For other correspondences, email to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)



### 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](mailto:cynthia.loh@axa.com.sg)

Customer Care No. 1800 8804741

[www.axa.com.sg](http://www.axa.com.sg)



**Please consider the environment before printing this email**

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.

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

**From:** PEREZ Jessebel  
**Sent:** Tuesday, October 15, 2019 9:26 AM  
**To:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Subject:** URGENT:P1427879 / S8M0133C

Dear Cynthia,

Noted that this TPPD claim was settled at 50% on a without prejudice basis.  
Insured wants to know more details like what was the basis of settlement.

For your advise please and if we are able to inform this to the insured driver.

Jessebel Perez  
GI Specialist, Customer Care Department AXA Insurance Pte Ltd  
8 Shenton Way, #24-01 AXA Tower, Singapore 068811  
DID: +65 6880 4888  
www.axa.com.sg

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

From: LOH Cynthia  
Sent: Monday, May 6, 2019 2:54 PM  
To: HE Jerry <jerry.hezx@axa.com.sg>  
Subject: RE: Re:P1427879 / S8M0133C

Hi Jerry,

50% on a without prejudice basis.

\*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.sg
- For other correspondences, email to motor.doc@axa.com.sg

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

▪ Please consider the environment before printing this email

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.

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

From: Jerry He [mailto:jerry.hezx@axa.com.sg]  
Sent: Friday, May 03, 2019 5:45 PM  
To: LOH Cynthia <cynthia.loh@axa.com.sg>  
Cc: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>  
Subject: Re:P1427879 / S8M0133C

Hi Cynthia

Workshop asking how many percentage your settle third party claim?

Please assist to reply or advise.

Jerry He Zheng Xian  
Specialist, Customer care  
AXA Insurance Pte Ltd

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

From: jerry.hezx@axa.com.sg  
Sent: 25/04/2019  
To: cynthia.loh@axa.com.sg  
Subject: Re: P1427879 / S8M0133C

Hi Cynthia

Please advise workshop query regarding the claims.

Thank you.

Jerry He Zheng Xian  
Specialist, Customer care  
AXA Insurance Pte Ltd

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

From: admin@nhtmotor.com  
Sent: 25/04/2019  
To: cst@axa.com.sg  
Subject: Re: SFS8288M CLAIMING AGAINST SHA1585Y DOA:09.10.18

Without Prejudice

Hi Jerry

Thanks for the reply and update.

Please kindly advise how many percentage your settle third party claim?

Your reply much appreciated.

Best Regards,  
\*Sukyi Chong\*  
New Hock Teck Motor Pte Ltd  
1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)  
Tel : 6747 9241 Fax : 6741 7276

On Wed, Apr 24, 2019 at 9:35 PM CST <cst@axa.com.sg> wrote:

> Dear Sukyi Chong  
>  
> As checked with our claim officer.  
>  
> We have processed payment for the above mentioned third party property  
> damage claim.  
>  
> You may need to monitor at your end.  
>  
> Jerry He Zheng Xian  
> Specialist, Customer care  
> AXA Insurance Pte Ltd

> 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 Tel : 1800 880 4888

> Fax : (+65) 6880 5501 www.axa.com.sg

>

> Please consider the environment before printing this message 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

>

>

> ----- Original Message -----

> From: admin@nhtmotor.com

> Sent: 24/04/2019

> To: cst@axa.com.sg

> Subject:Re: SFS8288M CLAIMING AGAINST SHA1585Y DOA:09.10.18

>

> Without Prejudice

>

> Hi Jerry

>

> Contents noted with thanks.

>

>

> Best Regards,

> \*Sukyi Chong\*

> New Hock Teck Motor Pte Ltd

> 1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

> Tel : 6747 9241 Fax : 6741 7276

>

>

>

> On Tue, Apr 23, 2019 at 6:54 PM CST <cst@axa.com.sg> wrote:

>

> > Dear Sukyi Chong

> >

> > Thank you for your email.

> >

> > We have forward to our claims officer regarding your request.

> >

> > Alternatively, you may also check with our insured person for the

> > update of the status.

> >

> > Jerry He Zheng Xian

> > Specialist, Customer care

> > AXA Insurance Pte Ltd

> > 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 Tel : 1800 880

> > 4888 Fax : (+65) 6880 5501 www.axa.com.sg

> >

> > Please consider the environment before printing this message 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

> >

> >

> >

>> ----- Original Message -----

>> From: admin@nhtmotor.com

>> Sent: 17/04/2019

>> To: cst@axa.com.sg

>> Subject:Re: SFS8288M CLAIMING AGAINST SHA1585Y DOA:09.10.18

>>

>> Without Prejudice

>>

>> Hi Jerry

>>

>> Please kindly update us the status,thanks.

>>

>>

>> Best Regards,

>> \*Sukyi Chong\*

>> New Hock Teck Motor Pte Ltd

>> 1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

>> Tel : 6747 9241 Fax : 6741 7276

>>

>>

>>

>> On Thu, Mar 28, 2019 at 9:18 AM Admin nht <admin@nhtmotor.com> wrote:

>>

>>> Without Prejudice

>>>

>>> Hi Jerry

>>>

>>> Contents noted with thanks.

>>>

>>> Kindly keep us updated of the counterclaim status,thanks.

>>>

>>>

>>> Best Regards,

>>> \*Sukyi Chong\*

>>> New Hock Teck Motor Pte Ltd

>>> 1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

>>> Tel : 6747 9241 Fax : 6741 7276

>>>

>>>

>>>

>>> On Thu, Mar 28, 2019 at 8:28 AM CST <cst@axa.com.sg> wrote:

>>>

>>>> Dear Ms Chong

>>>>

>>>> Thank you for your email.

>>>>

>>>> We have receive third party claim, currently under investigation.

>>>>

>>>> Hope this have address your concern.

>>>>

>>>> Jerry He Zheng Xian

>>>> Specialist, Customer care

>>>> AXA Insurance Pte Ltd

>>>> 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 Tel : 1800 880

>>>> 4888 Fax : (+65) 6880 5501 www.axa.com.sg

>>>>

> > > Please consider the environment before printing this message 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  
> > >

> > > ----- Original Message -----  
> > > From: admin@nhtmotor.com  
> > > Sent: 26/03/2019  
> > > To: cst@axa.com.sg  
> > > Subject:SFS8288M CLAIMING AGAINST SHA1585Y DOA:09.10.18  
> > >

> > > Without Prejudice  
> > >  
> > >  
> > >  
> > > Hi Motor Claim Dept  
> > >  
> > >  
> > > Our workshop is assist your insured SFS8288M claims against  
> > > SHA1585Y (INDIA), currently this claim is still ongoing.  
> > >  
> > > Please kindly advice are SHA1585Y claim against your insured?  
> > >  
> > > If yes, please advice status.  
> > >  
> > > Enclosed warrant to act for your reference,thanks.  
> > >  
> > > Please do not hesitate to contact us or your insured should you  
> > > have  
> any  
> > > advice or require further clarification.  
> > >  
> > >  
> > > Best Regards,  
> > > \*Sukyi Chong\*  
> > > New Hock Teck Motor Pte Ltd  
> > > 1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)  
> > > Tel : 6747 9241 Fax : 6741 7276  
> > >

> > > This message is confidential; its contents do not constitute a  
> > commitment  
> > > by  
> > > AXA except where provided for in a written agreement between you  
> > > and  
> > AXA.  
> > > 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.

> > >

> > >

> > > This message is confidential; its contents do not constitute a  
 > > commitment  
 > > > by AXA except where provided for in a written agreement between  
 > > > you  
 > and  
 > > > AXA. 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.  
 > > >  
 > > >  
 > >  
 > > This message is confidential; its contents do not constitute a  
 > > commitment by AXA except where provided for in a written agreement  
 > > between you and AXA.  
 > > 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.  
 > >  
 > >  
 > > This message is confidential; its contents do not constitute a  
 > > commitment by AXA except where provided for in a written agreement  
 > > between you and AXA. 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.  
 > >  
 >  
 > This message is confidential; its contents do not constitute a  
 > commitment by AXA except where provided for in a written agreement  
 > between you and AXA.  
 > 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.  
 >  
 >  
 > This message is confidential; its contents do not constitute a  
 > commitment by AXA except where provided for in a written agreement  
 > between you and AXA. 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.  
 >

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. 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.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. 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.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.