

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 27 November 2018 9:21 AM
To: 'kohyeepeng@yahoo.com.sg'
Subject: RE: Your Ref: CC4/ASM18020022/Upb3 [ACCIDENT INVOLVING SLJ 6891K & FBK 493D ALONG/AT 66 KALLANG BAHRU CAR PARK ON 29/10/2018]

Hi Ms Koh,

Thank you for your email.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. Please report the accident within the next 07days, i.e by 04 Dec 2018.

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

Please take note that we shall inform the Traffic Police of the non-reporting if we do not hear from you then.

Furthermore, the owner of vehicle FBK 493D has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by 04 Dec 2018, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

If you need any clarification, please do not hesitate to contact us at 6742 3197 at our operating hours 9:00am to 5:30pm or chewht@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Miss Koh Yee Peng <kohyeepeng@yahoo.com.sg>
Sent: Friday, 23 November 2018 5:39 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: Your Ref: CC4/ASM18020022/Upb3

I received your another letter dated 20 Nov 2018. Please refer to my below lodge of report and advise me on the next course of actions.

Thanks and regards,
Miss Koh Yee Peng

On Wed, 14 Nov 2018 at 11:40, Miss Koh Yee Peng
<kohyeepeng@yahoo.com.sg> wrote:

I refer to your letter with the above reference.

I am filing a report with you as I recount the incident as below:

I stopped my car for my mother to alight with the hazard lights on, my mother opened the passenger car door and knocked onto the motorcyclist, who tried to squeezed through my car and another car parked along the road. After parking my car, I asked the motorcyclist if he is injured or required to see a doctor, he told me that he is ok and he needs to report to his Manager, I gave him my contact number and his Manager called me and mentioned that he would consult his insurance company.

Please advise me the next course of action.

Regards,
Miss Koh Yee Peng