

## Vic (LKKAuto)

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**From:** Vic (LKKAuto)  
**Sent:** Wednesday, 8 May, 2019 9:11 AM  
**To:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/One Stop Srv/One Stop Srv)  
**Cc:** Koo Yew Chung (Auto Svcs/ARC/AR & SC); Peh Eng Hock (Auto Svcs/ARC/AR & SC/Taxis); Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis); Admin A; Vic (LKKAuto)  
**Subject:** RE: GBD720K - TP CLAIMS AXA DOA 13/02/2019 \*\*\* LKK REF : CC3/ASM19002964/Jha3  
**Attachments:** IMG-20190218-WA0018.jpg; IMG-20190218-WA0019.jpg; IMG-20190218-WA0020.jpg; IMG-20190218-WA0021.jpg; IMG-20190218-WA0022.jpg; IMG-20190218-WA0023.jpg; IMG-20190218-WA0024.jpg; IMG-20190218-WA0025.jpg

Without Prejudice

Dear Esther,

We refer further to our below email.

Please be informed that our Insured had confirmed that they do not have video footage and we are pending for further instructions from our principal.

We will get back to you for an update.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Vic (LKKAuto)  
**Sent:** Wednesday, 3 April, 2019 10:20 AM  
**To:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/One Stop Srv/One Stop Srv); Mei Kwan (LKKAuto)  
**Cc:** Koo Yew Chung (Auto Svcs/ARC/AR & SC); Peh Eng Hock (Auto Svcs/ARC/AR & SC/Taxis); Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis); Admin A; Vic (LKKAuto)  
**Subject:** RE: GBD720K - TP CLAIMS AXA DOA 13/02/2019 \*\*\* LKK REF : CC3/ASM19002964/Jha3

Without Prejudice

Dear Esther,

We refer to your below email.

Please be informed that till date, we are yet to receive any evidence from our Insured.

We had already highlighted your concern to our principal.

We will continue to follow up and will get back to you for an update.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/One Stop Srv/One Stop Srv) [<mailto:TeyChorKeng@smrt.com.sg>]  
**Sent:** Friday, 22 February, 2019 3:16 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** Koo Yew Chung (Auto Svcs/ARC/AR & SC); Peh Eng Hock (Auto Svcs/ARC/AR & SC/Taxis); Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis); Vic (LKKAuto); CS A Team; Admin A  
**Subject:** RE: GBD720K - TP CLAIMS AXA DOA 13/02/2019 \*\*\* LKK REF : CC3/ASM19002964/Jha3

WITHOUT PREJUDICE

Dear Vic,

Attached is the accident scene photo.

After the accident our vehicle still in the lane.

The accident impact is directly to taxi RH rear side of the fender , is not directly hit on behalf right corner.

Please advice.

Thanks.

Regards,

Esther

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** 18 February 2019 14:05  
**To:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/One Stop Srv/One Stop Srv)  
**Cc:** Koo Yew Chung (Auto Svcs/ARC/AR & SC); Peh Eng Hock (Auto Svcs/ARC/AR & SC/Taxis); Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis); Vic (LKKAuto); CS A Team; Admin A  
**Subject:** RE: GBD720K - TP CLAIMS AXA DOA 13/02/2019 \*\*\* LKK REF : CC3/ASM19002964/Jha3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.

**SKETCH PLAN**

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT
pls see attach police report

**Brief Details.**

On the above mentioned date, time and location I was involved in a car accident with the mentioned vehicle. I was travelling along tuas ave 2 towards ave 5 when I was hit on the back by the lorry; We exchange particulars and left. I visited doctor and received 5 days in MC.

**Please provide us evidence i.e. video/ scene photo.**

Kindly note that for liability, claim negotiation and settlement, please contact Vic at 6841 2096.

Our respective case handler will look into the matter and revert to you in due course.

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Esther Tey Chor Keng (Auto Svcs/Ext Biz Svcs/One Stop Srv/One Stop Srv) <[TeyChorKeng@smrt.com.sg](mailto:TeyChorKeng@smrt.com.sg)>

**Sent:** Friday, 15 February, 2019 4:20 PM

**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>

**Cc:** Koo Yew Chung (Auto Svcs/ARC/AR & SC) <[YewChung@smrt.com.sg](mailto:YewChung@smrt.com.sg)>; Peh Eng Hock (Auto Svcs/ARC/AR &

SC/Taxis) <[PehEngHock@smrt.com.sg](mailto:PehEngHock@smrt.com.sg)>; Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis)  
<[ChewTuckLoongKelvin@smrt.com.sg](mailto:ChewTuckLoongKelvin@smrt.com.sg)>

**Subject:** GBD720K - TP CLAIMS AXA DOA 13/02/2019

Attention Motor Claims Dept

Your Ref : SHF681H

Our Ref : GBD720K WL/FEB2019/010

DOA : 13/02/2019

RE: 3rd PARTY CLAIMS AGAINST YOUR INSURED'S VEHICLE SHF681H  
ALONG TUAS AVE 2

Attached is our client's SAS report and our Estimate cost of repair (based on our visual inspection only) for our client's vehicle, GBD720K for your perusal.

Kindly arrange to conduct the survey for this vehicle and please contact Esther Tey @ 6555-5556 for the arrangement.

We thank you in advance for your assistance in this matter.

Best Regards,  
Esther  
(Tel: 6555-5556)