

INS. CASE OWNER:

CC 4 / Asm

1900

3200

265

IDAC:

99021

ASSIGNMENT

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:

Premium



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

10/3/19
w/owner sent out of letter.

SGZ 738K - X

SGZ 80K - X

PRIVATE SETTLEMENT.

16-01-19

WSP INFORM OI PRIVATE SETTLED THROUGH ATTACH PRIVATE SETTLEMENT LETTER.

04-06-19

INFORM AXA ON OI PRIVATE SETTLE. WILL CANCEL CASE NO SURVEY DONE.

04-6-19

Cancel file NO Survey.

4

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA :

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days) Reduction:

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

Nivitha (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 20 February 2019 9:56 AM
To: assignments
Subject: FW: ACCIDENT INVOLVING SGZ 0738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019
Attachments: SGZ 0738 K - 05022019 GIA.PDF; Audi Q5 2_0 TFSI QU - REAR RHS (AXA).pdf

Hi Nivitha,

TP smart. Kindly assist.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

10:43 am @ 20/2/19
person @ Tony
vehicle in.

From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 19 February, 2019 5:19 PM

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

Cc: claims@premiumauto.com.sg

Subject: ACCIDENT INVOLVING SGZ 0738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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20 February, 2019

LEE THAI LUEN

67 PORTCHESTER AVENUE
SINGAPORE 556349

Dear Sir,

OUR REF : CC4/ASM19003200/ea3 // S9M01EI1

YOUR REF : SJQ 80K

**ACCIDENT INVOLVING SJQ 80K, SGZ738K & FY1603B ON 05/02/2019 ALONG/
AT OUTSIDE OF 64 PORTCHESCTER AVENUE**

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Pte Ltd to deal with the third party claim against your motor policy.

We refer to the above subject matter. We have received third party claim(s) against your motor insurance policy.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy, and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit <https://www.axa.com.sg/customer-care/personal/motor/owndamageaccidentreporting>.

Your full co-operation is required. Kindly submit the following when lodging the report which list is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)

- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to ashersng@lkkauto.com or deliver it by hand to 51 Ubi Avenue 1, #01-25 Paya Ubi Ind. Park S(408933).

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven (7) days from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

Kindly contact us at 6841 6051 if you have any further enquiries.

Yours sincerely,
Claim Department

This is a computer generated letter and no signature is required.

CC : AXA INSURANCE PTE LTD
Motor Claim Department

PRIVATE SETTLEMENT FOR MOTOR ACCIDENTS

When involved in a motor accident, you are required to report accident (whether claiming under own policy or not) with accident vehicle (whether damage or not) to our reporting centres within 24 hours or the next working day after the accident. Failure to report or late reporting of accident will result in insured's NCD reduction, upon the next renewal of your motor policy.

You can choose to enter into a private settlement with the owner of the other car if there are no personal injuries and damages are minor. Under a private settlement, both parties agree to settle the matter amicably without suing each other. It is a legally binding agreement.

Income policyholders should send the signed form to Fax No. 6338 1500 or email attachment to mt@income.com.sg. Income will then take up the case on your behalf should the other party decide to lodge a claim subsequently. Your NCD will be protected even if we have to pay the claim.

PRIVATE SETTLEMENT

1. Details of Accident:

Date (dd/mm/yyyy) / Time: 5/2/19 Location: Outside of 64 Portchester Ave

2a. Motor-vehicle registration no. SGZ 738K driven by _____

(Name & NRIC no) and owned by Lee Thai Luen (Name & NRIC no) S1419435/E

2b. Motor-vehicle registration no. SJR 80K driven by Lee Yern Ee

(Name & NRIC no) and owned by _____ (Name & NRIC no) _____

3. There are no personal injuries or death involved.

4. The parties have agreed to settle this matter amicably as follows: *delete a) or b) as applicable.

*a. Neither party shall be liable to compensate the other party for any loss or damages (direct or indirect) incurred or to be incurred as a result of the accident.

*b. Without any admission of liability, (party paying compensation) has paid a sum of \$ 4699.44 which (owner receiving compensation) hereby acknowledges receipt thereof in full and final settlement of all damages and costs incurred and/or to be incurred as a result of the accident.

5. Both parties have not and will not make a police report of this accident.

Name (paying party): Lee Thai Luen Tel: 96398933 Fax: 26/2/19

NRIC / Passport no: S1419435/E Signature: [Signature]

Name (owner receiving compensation): Chia Hebin Tel: 98540103 Fax: _____

NRIC / Passport no: S7112174G Signature: [Signature]

Asher Sng (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, 16 April 2019 11:15 AM
To: Asher Sng (LKKAUTO); Admin-D (LKKAUTO)
Cc: assignments; Admin A; 'Claims'
Subject: RE: ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 5/2/19
Attachments: SKM_364e19041611090_0002.jpg

Follow Up Flag: Follow up
Flag Status: Completed

Dear Asher,

Attached private settlement form for your kind reference.

We will proceed close file.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
281 Alexandra Road Singapore 159938
p. +65 6366 2323, option 1
e. apphia.ng@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223

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

From: Claims <claims@premiumauto.com.sg>
Sent: Tuesday, February 26, 2019 8:18 PM
To: 'Asher Sng (LKKAUTO)' <AsherSng@lkkauto.com>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>
Cc: 'assignments' <assignments@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; claims@premiumauto.com.sg
Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Asher,

Kindly hold your hand, your insured had contact us for private settlement.

Any update we will update you accordingly.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]

Sent: Monday, 25 February, 2019 11:17 AM

To: Claims Dept <claims@premiumauto.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; 'CST' <cst@axa.com.sg>

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Kelvin,

We refer to the email below.

Please note that our insured yet to file a report till date.

We will advise our insured to file the report and revert to you once received.

Thank You.

Best Regards,
Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd
phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Claims Dept <claims@premiumauto.com.sg>

Sent: Monday, 25 February 2019 11:15 AM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; 'CST' <cst@axa.com.sg>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Asher,

Any update?

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

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

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Friday, 22 February 2019 11:10 AM
To: Admin-D (LKKAUTO); 'CST'; claims@premiumauto.com.sg
Cc: assignments; Admin A
Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Kelvin,

We refer to the email below.

Please note that our insured yet to file a report till date.

We will advise our insured to file the report and revert to you once received.

Thank You.

Best Regards,
Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Admin-D (LKKAuto)

Sent: Friday, 22 February 2019 11:04 AM

To: 'CST' <cst@axa.com.sg>; claims@premiumauto.com.sg; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Sir/Mdm,

Thank you for the email.

Dear Asher,

Kindly assist

FYNA Our Ref : CC4/ASM19003200/ea3

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: CST [mailto:cst@axa.com.sg]

Sent: Friday, 22 February 2019 10:58 AM

To: claims@premiumauto.com.sg

Cc: admin-d@lkkauto.com

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 0

Dear Kelvin ,

Our insured have yet to report accident with us.

Please liaise with LKK as copied on the latest update.

Dear LKK,

Please advise.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email: cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 22/02/2019

To: cst@axa.com.sg

Subject: RE: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/0

Dear Janet,

Any update for the above mention case?

Thank You.

Best Regards,
Kelvin Khoo
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

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

From: cst@axa.com.sg [<mailto:cst@axa.com.sg>]

Sent: Thursday, 21 February 2019 2:42 PM

To: claims@premiumauto.com.sg

Cc: claims@premiumauto.com.sg

Subject: Insured Non Reporting : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/0

Dear Tony,

Noted on the contents of your email and have just run a check on the claim file.

We have since appointed LKK to conduct this claim where we also wrote to our insured to report this accident with us.

Do work closely with LKK in order to settle your client's claim amicably.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email: cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 21/02/2019

To: cst@axa.com.sg; motor.survey@axa.com.sg

Subject: RE: No Action Required : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019

Dear Janet,

We are claiming SJQ80K is insured with AXA.

Our client is complain customer. He is willing bring up this case to social media and engage lawyer to handle.

If AXA still don't take any actions to handle this claim. Kindly update us.

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

From: cst@axa.com.sg [mailto:cst@axa.com.sg]

Sent: Thursday, 21 February, 2019 9:47 AM

To: claims@premiumauto.com.sg

Cc: claims@premiumauto.com.sg

Subject: No Action Required : ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019

Dear Tony,

Thanks for the updates and thus this email requires no further action from us.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email: cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 20/02/2019

To: cst@axa.com.sg; motor.survey@axa.com.sg

Subject: RE: ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED SJQ80K DATED ON 05/02/2019

Dear Janet,

We are claiming SJQ80K, we already resend the document again,

Thank you.

Best Regards,
Tony Foong
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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

From: cst@axa.com.sg [mailto:cst@axa.com.sg]

Sent: Wednesday, 20 February, 2019 12:56 PM

To: claims@premiumauto.com.sg

Subject: RE: ACCIDENT INVOLVING SGZ738 K AND YOUR INSURED FY1603B DATED ON 05/02/2019

Dear Tony,

FY1603B is not covered by AXA.

Please refer to MSIG.

Thank you & With Best Regards,

Janet Tay | Specialist, GI Call Centre-Claims Service Team AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower,
Singapore 068811 | www.axa.com.sg Email: cst@axa.com.sg
Phone: (65) 6880 4888

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

From: claims@premiumauto.com.sg

Sent: 19/02/2019

To: cst@axa.com.sg; motor.survey@axa.com.sg Subject: ACCIDENT INVOLVING SGZ 0738 K AND YOUR INSURED FY1603B
DATED ON 05/02/2019

Dear all,

Kindly assist in the liability clearance for the above mentioned case. We propose for 100% direct settlement in our clients favour.

We herein attached the GIA report for direct settlement for your reference.

Thank you.

Best Regards,

Tony Foong

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9828 f. +65 6841 1183

e. claims@premiumauto.com.sg<<mailto:claims@premiumauto.com.sg>> w.
www.audi.com.sg<<http://www.audi.com.sg>>

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223

http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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Thank you .

With Best Regards,

Janet Tay | Specialist, GI Call Centre
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cst@axa.com.sg
Phone: (65) 6880 4888

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Thank you .

With Best Regards,

Janet Tay | Specialist, GI Call Centre
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cst@axa.com.sg
Phone: (65) 6880 4888

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Thank you .

With Best Regards,

Janet Tay | Specialist, GI Call Centre

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PRIVATE SETTLEMENT

Type

🔗 Question

Message

Hi Sir, workshop have inform that insured have private settle the matter with third party. Private settlement letter uploaded for your easy reference. In view on above we will process to close off the case without bill as no survey done. Thank you (A.S 04/06/19)

Reply