

## Joy Irene (LKKAUTO)

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**From:** KHONG Lynn <lynn.khong@axa.com.sg>  
**Sent:** Friday, 22 February 2019 1:43 PM  
**To:** Joy Irene (LKKAUTO)  
**Cc:** Admin A; CS A Team  
**Subject:** RE: URGENT ATTENTION PLEASE: Your ref: C0263464 - DOA .5.03.2013

Hi Joy / Mei Kwan,

Please proceed with proposed quantum.

Thanks

Best Regards,



**Lynn Khong**  
Specialist, Motor Claims Department  
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811  
Email: [lynn.khong@axa.com.sg](mailto:lynn.khong@axa.com.sg)  
Customer Care No. 1800 8804888  
[www.axa.com.sg](http://www.axa.com.sg)



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**From:** Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]  
**Sent:** Friday, February 22, 2019 12:15 PM  
**To:** KHONG Lynn <lynn.khong@axa.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** URGENT ATTENTION PLEASE: Your ref: C0263464 - DOA .5.03.2013  
**Importance:** High

(2013 case) TIME BAR APPROACHING SOON ON 05/03/2019

Dear Lynn,

We refer to the subject.

As prescriptive period is fast approaching, TP M/s Trans-cab is chasing for settlement.

We understand that BI settlement was concluded at 50%. Hence, we seek your approval and mandate to offer as follows:

	AMOUNT
Cost of Repair (w/GST)	\$ 3,049.50
Loss of Rental (\$81.32 x 4 days)	\$ 325.80
LTA search fee	\$ 6.00
<b>TOTAL</b>	<b>\$ 3,381.30</b>
<b>GLOBAL SUM OFFER AT 50%</b>	<b>\$ 1,690.00 (ALL-IN)</b>

Kindly respond advise.

Thank you.

Best Regards,  
 Joy Irene | Case Handler  
 LKK Auto Consultants Pte Ltd  
 DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Joy Irene (LKK Auto)  
**Sent:** Tuesday, 19 May 2015 10:53 AM  
**To:** Chan Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Cc:** Kathy Lai <[kathylai@lkkauto.com](mailto:kathylai@lkkauto.com)>; Vic <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: Your ref: C0263464 - DOA .5.03.2013

Dear KC,

We already highlighted to TP that BI and PD are separate matter. However, they tend to choose to hold PD due to their BI claim which held the settlement of PD hanging indefinitely.

May we enquire if BI claim has been settled from you side?

Breakdown of settlement is as follows:

	AMOUNT
Cost of Repair (w/GST)	\$ 3,049.50
Loss of Rental (\$81.32 x 4 days)	\$ 325.80
LTA search fee	\$ 6.00
<b>TOTAL</b>	<b>\$ 3,381.30</b>
<b>GLOBAL SUM OFFER AT 50%</b>	<b>\$ 1,690.00 (ALL-IN)</b>

Best Regards,  
**Joy Irene** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
 Phone: 6841-6051 | email: [joyirene@lkkauto.com](mailto:joyirene@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:** Monday, 18 May, 2015 10:40 AM  
**To:** Kathy Lai; Joy Irene (LKK Auto)  
**Subject:** RE: Your ref : C0263464 - DOA .5.03.2013

Hi Joy,

Please continue to follow up with TP.

Since TP had accepted our offer, than there is offer and acceptance please note that BI and TPPD claim is 2 separate matter and should not withhold till one matter is resolved.

Please let us have the quantum of settlement for our review.

Thanks.

**Warmest Regards,**

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**KC Chan**  
Executive - Motor Claims  
**AXA Insurance Singapore Pte Ltd**  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)  
DID: (65) 1800 880 4741 (3)  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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**From:** Flossie Ang  
**Sent:** Monday, May 11, 2015 4:57 PM  
**To:** Chan Kian Chuan  
**Cc:** Kathy Lai; Joy Irene (LKK Auto)  
**Subject:** FW: Your ref : C0263464 - DOA .5.03.2013

Hi Kian Chuan,

Fya – C0263464 – P1313929

**Best Regards**  
**Flossie ANG**  
Senior Executive-Motor Claims Department

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

[flossie.ang@axa.com.sg](mailto:flossie.ang@axa.com.sg)

Contact: 1800 8804741 Option 3

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*From 14 March 2011, AXA Insurance will be located at 8 Shenton Way, #27-01 Singapore 068811.*

*Our Customer Service Centre will be located at #B1-01. All contact numbers remain unchanged.*

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

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**From:** Joy Irene (LKK Auto) [<mailto:JoyIrene@lkkauto.com>]

**Sent:** Friday, May 08, 2015 2:24 PM

**To:** Flossie Ang

**Cc:** Kathy Lai

**Subject:** Your ref : C0263464 - DOA .5.03.2013

Your ref : C0263464  
OI : PA 9723T  
TP : SHC 5759B (TRANS-CAB)  
DOA : 05/03/2013

Dear Ms. Flossie,

**ACCIDENT INVOLVING PA 9723T AND SHC 5758B ON 05/03/2013 ALONG UPPER SERANGGON ROAD**

We refer to the above titled accident.

OID reported that both vehicles involved were turning right and had a collision.

TP taxi reported that when he was about to turn right, OID from his left suddenly executed a U-turn and collided onto his taxi.

We called OID to clarify the nature of the collision several times but to no avail. A letter with 10 days notice was sent and after the period has lapsed, no return call from OI for any objections.

On without prejudice basis and without admission of liability, we made an initial offer of 50% in global sum basis to TP on 5/9/2013.

The said offer was accepted however, they wanted to hold settlement due to Bodily Injury (BI) claim involved and they wanted to wait for their BI claim to be settled first.

We have made follow-ups and reminders to TP however, no response or update coming from them.

In view of the above, as the waiting of TP BI claim result is indefinite, please advise if we may proceed to close file on our end and submit our report to your good-office.

And in the event that there be further development from TP, we will inform you and will take our necessary action.

For your mandate please.

Thank you.

Best Regards,

**Joy Irene** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-6051 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) fax: 6741-4108

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

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