



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

30 AUGUST 2019

SERN CHIA LUNG
BLOCK 59 MEYER ROAD
#02-12
SINGAPORE 437880

Dear Sir/ Mdm

OUR REF : CC4/ASM19004353/Ewb3 // S9M01GEX
YOUR REF : SGY 128B
ACCIDENT INVOLVING SGY 128B AND SJJ 1455T ALONG/AT PLYMOUTH AVE &
DUNEARN ROAD ON 29/01/2019

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

We have received a third party claim(s) from SNG AH TEE MOTOR & PANEL SERVICE PTE LTD acting on behalf of the owner of SJJ 1455T against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour, your vehicle was turning in to another road and collision with third party who was moving straight ahead. Under Motor Accident Guide, any vehicle entering another road should exercise greater caution. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following to vivianlau@lkkauto.com within 7 days from the date of this letter **if not provided at our reporting centre**. The list below 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)
- Copy of the letter of authorization
- 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 cst@axa.com.sg or deliver it by hand to AXA Customer Care Centre.

This letter should not be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact as at Ms. Vivian Lau (LKK Handler) 6841 8625 or vivianlau@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,



Vivian Lau
Case Handler
DID: 6841 8625
FAX: 6741 4108
EMAIL: vivianlau@lkkauto.com

cc AXA INSURANCE PTE LTD



RE: Re:RE: Pls update status of TP's claim. Ty.

Type
🔍 Question

Message
TP did not repair the vehicle and did not respond on claim since March 2020, we will proceed to close file and submit survey report.

Reply

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 12 March, 2020 8:49 AM
To: Sharon Sng
Cc: Admin A; Vic (LKKAUTO); admin@sngahtee.com
Subject: RE: SJJ1455T - Check Status - LKK REF CC4/ASM19004353/Ehb3

Without Prejudice

Dear Sharon,

ACCIDENT INVOLVING VEHICLES SGY 128B AND SJJ 1455T ON 29/01/2019

We refer to the subject matter.

We were informed that till date, there was no repair carried out to your client's vehicle.

Kindly confirm if your client is still pursuing the claim, otherwise, we will proceed to close off the matter.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Steve Chen (LKK Auto)
Sent: Friday, 6 March, 2020 9:36 AM
To: Sharon Sng
Cc: Vic (LKKAUTO)
Subject: SJJ1455T - Check Status

Dear Sharon,

Kindly check the above vehicle repair already.

Thanks.

Best Regards,

Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315

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