

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 24 July 2020 3:17 PM  
**To:** ANG Richard  
**Cc:** Bryan Ang (LKKAuto)  
**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Hi Richard,

We refer to the above matter.

Please be informed that there is no response/development from third party up-to-date.

In view of this, we will proceed to close file and submit WP report to your good office.

Thank you.

*Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.*

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Bryan Ang (LKKAuto) <bryanang@lkkauto.com>  
**Sent:** Friday, 24 July 2020 12:08 PM  
**To:** ANG Richard <richard.angbs@axa.com.sg>  
**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Dear Hsiao Tong

Please check on the below email.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>  
**Sent:** Friday, 24 July 2020 10:19 AM

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Hi Bryan,

Any updates from the TP repairer? If there isn't, kindly let us have the invoice for the service rendered.

Thank you.

Regards



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**Richard Ang** | Specialist, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811

[www.axa.com.sg](http://www.axa.com.sg)

Email: [richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)

Customer Care No. 1800 8804888

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**From:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Sent:** Monday, October 7, 2019 11:20 AM

**To:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>

**Subject:** [EXTERNAL] RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Dear Richard

Please call me for this case.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>

**Sent:** Wednesday, 7 August 2019 4:07 PM

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Cc:** Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Hi Bryan,

Your 22.7.19 email refers

Please update us on your assessment.

Thank you.



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**Richard Ang** | Specialist, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)

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**From:** Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]

**Sent:** Monday, July 22, 2019 4:20 PM

**To:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Dear Richard

In summary, insured acknowledge that there may have been contact but there was no damage to TP vehicle when she checked.

I did find a single point of damage on insured's rear bumper however it does not seem to me that this damage was caused by the contact with the TP vehicle. Since the TP vehicle has not been brought in for repair. I will check with TP repairer to identify the damage on TP vehicle that was caused by insured vehicle before concluding on my assessment.

FYI, insured informed me that if the claim is a few hundred dollars to make good TP vehicle, than she does not mind paying for the claim.

Noted on the information that you have manage to send the video to her.

Will update in due course.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>

**Sent:** Monday, 22 July 2019 3:07 PM

**To:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Cc:** Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Hi Bryan,

We refer to our telephone conversation today.

There is NCD protector in insured policy. As for the video footage, we are able to forward to insured.

Attached is insured police report which insured denied any involvement in the accident as the place & timing of the accident location is wrong. However in her email, she did indicated "whilst parallel parking her vehicle at Camden Medical Centre, she thought she had touched the car parked behind me. After she had parked, she got down to check the BMW vehicle parked behind me but there was no damage sustained"

Please update us once you completed your assessment and do let us know if you require any further documents.

Thank you.



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**Richard Ang** | Specialist, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)

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**From:** ANG Richard

**Sent:** Thursday, July 18, 2019 11:47 AM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Poh Kin (LKKAUTO) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>; NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>

**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Hi Hsiao Tong,

Please assist to check with Bryan on his availability to go to Insured office to take photos and do height measurement (insured dispute on TP's damages) either today or tomorrow after 3pm. Please do let us know first as we will update insured.

Below is the details of our insured.

**Corina Song**

Partner | Allen & Gledhill LLP

T +65 6890 7570 | M +65 9816 9896 | F +65 6302 3265 | [corina.song@allenandgledhill.com](mailto:corina.song@allenandgledhill.com)

One Marina Boulevard #28-00 Singapore 018989 | [www.allenandgledhill.com](http://www.allenandgledhill.com)

Thank you.



---

**Richard Ang** | Specialist, Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)

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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

**Sent:** Wednesday, July 17, 2019 11:29 AM

**To:** NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>

**Subject:** RE: S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Hi Stacey,

Contents noted.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** NG Stacey <[stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)>  
**Sent:** Wednesday, 17 July 2019 10:31 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>  
**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; ANG Richard <[richard.angbs@axa.com.sg](mailto:richard.angbs@axa.com.sg)>  
**Subject:** S9M01IGH - INSURED SONG SWEE LIAN CORENA SGS181C

Hi Hsiao Tong,

Please do not call or send any email/letters to the insured for this case. We will give further instruction once we have completed our check as we received some feedbacks from insured on the wrong mailing address.

Thank you.

**Regards**

**Stacey Ng** | Assistant Manager, Motor Claims Department  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [stacey.ng@axa.com.sg](mailto:stacey.ng@axa.com.sg)  
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