

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Tuesday, 14 May, 2019 10:21 AM  
**To:** KHONG Lynn; OH Vale  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC LKK REF CC6/AXA14022446/M1ha3s2

Dear Lynn,

Noted with thanks.

Amended breakdown as follows:

Cost of Repair (w/gst)	\$ 5,136.00
Loss of Use (\$60 x5 days)	\$ 300.00
<b>TOTAL</b>	<b>\$ 5,436.00</b>

We will proceed accordingly.

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)



Auto  
Consultants  
Pte Ltd

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**From:** KHONG Lynn [mailto:[lynn.khong@axa.com.sg](mailto:lynn.khong@axa.com.sg)]

**Sent:** Tuesday, 14 May, 2019 10:12 AM

**To:** Vic (LKKAUTO); OH Vale

**Cc:** Admin A

**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC LKK REF CC6/AXA14022446/M1ha3s2

Dear Vic,

Kindly note the no. of days is indicated as 58 days.

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)

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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Monday, May 13, 2019 5:05 PM

**To:** KHONG Lynn <[lynn.khong@axa.com.sg](mailto:lynn.khong@axa.com.sg)>; OH Vale <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC LKK REF CC6/AXA14022446/M1ha3s2

Without Prejudice

Dear Lynn,

We refer further to our below email.

For your approval please as TP is chasing for settlement.

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:** Vic (LKKAUTO)  
**Sent:** Wednesday, 17 April, 2019 5:25 PM  
**To:** KHONG Lynn; OH Vale  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC LKK REF CC6/AXA14022446/M1ha3s2

Dear Lynn,

We refer to the below email.

As requested, we attached a copy of the LOD for your perusal and below proposed amount for your approval.

Cost of Repair (w/gst)	\$ 5,136.00
Loss of Use (\$60 x58 days)	\$ 300.00
<b>TOTAL</b>	<b>\$ 5,436.00</b>

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:** KHONG Lynn [<mailto:lynn.khong@axa.com.sg>]  
**Sent:** Monday, 8 April, 2019 1:30 PM  
**To:** Vic (LKKAUTO); OH Vale  
**Cc:** Admin A  
**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC LKK REF CC6/AXA14022446/M1ha3s2

Hi Vic,

Kindly advise LOD quantum and proceed to continue with DS.

Kindly also note that LTA search fees has been paid under Third Party injury claim.

Thank you.

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)

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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Monday, April 08, 2019 10:27 AM

**To:** OH Vale <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>; KHONG Lynn <[lynn.khong@axa.com.sg](mailto:lynn.khong@axa.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC LKK REF CC6/AXA14022446/M1ha3s2

Dear All,

We refer to the above matter.

Please be informed that TP had forwarded their LOD for this matter. We had closed and submitted our WP report for this matter.

Kindly advise further instruction.

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:** Vale Oh [<mailto:Vale.Oh@axa.com.sg>]  
**Sent:** Friday, 9 December, 2016 10:39 AM  
**To:** Lynn Khong  
**Cc:** Vic (LKKAUTO)  
**Subject:** FW: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Hi Lynn

fyi

**Best Regards**

---

**Vale Oh**  
A. Manager – Motor Claims  
**AXA Insurance Singapore Pte Ltd**  
8 Shenton Way, #27-01 AXA Tower, Singapore 068811  
[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)  
Customer Care No. 1800 8804741 Press 3  
Website: [www.axa.com.sg](http://www.axa.com.sg)



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**From:** Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** Tuesday, December 06, 2016 12:58 PM  
**To:** Vale Oh  
**Cc:** Admin A; Hsiao Tong (LKKAUTO); Vic (LKKAUTO)  
**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Your Ref: C0323619  
Our Ref: CC6/AXA14022446/M1ha3

Dear Vale,

ACCIDENT INVOLVING VEHICLES SJD 626E AND SGQ 9325G ON 25/11/2014

We refer to the above matter.

It was reported that OI had rear-ended TP.

However, till date, we haven't received any feedback/TP LOD from TP.

As such, we will proceed to close the matter and will submit our WP report to your good office.

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

**Sent:** Thursday, 17 September, 2015 8:49 AM

**To:** Vale Oh <[Vale.Oh@axa.com.sg](mailto:Vale.Oh@axa.com.sg)>

**Cc:** Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Dear Ms Vale,

We refer to your below email.

Please be informed that till date, we are still pending for TP LOD.

The COR was already finalized and damages were observed to be consistent as per our surveyor.

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:** Vale Oh [<mailto:Vale.Oh@axa.com.sg>]

**Sent:** Thursday, 17 September, 2015 8:09 AM

**To:** Vic

**Cc:** Hsiao Tong

**Subject:** FW: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Hi Vic

Pls advise status of the above matter, tks.

**Best Regards**

---

**Vale Oh**

A. Manager – Motor Claims

**AXA Insurance Singapore Pte Ltd**

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

[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)

Customer Care No. 1800 8804741 Press 3

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



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**From:** Vic [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Wednesday, February 04, 2015 4:30 PM

**To:** Chan Kian Chuan

**Cc:** Kathy Lai; Admin-B (LKK Auto); Hsiao Tong; Vic

**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Dear KC,

We refer to your below email.

Please be informed that damages were observed to be consistent as per our surveyor and the finalized COR after survey is at L/S \$4.8K.

There is no offer being made to the TP repairer yet.

Kindly advise.

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:** Chan Kian Chuan [<mailto:kianchuan.chan@axa.com.sg>]

**Sent:** Wednesday, 4 February, 2015 3:52 PM

**To:** Vic

**Cc:** Kathy Lai; Admin-B (LKK Auto)

**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Hi Vic,

Till date we had yet to receive any updates from you.  
Please look into the matter and revert.

Thanks.

**Warmest Regards,**

---

**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:** Vic [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Monday, January 26, 2015 5:00 PM

**To:** Chan Kian Chuan

**Cc:** Kathy Lai; Vic; Admin-B (LKK Auto)

**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Dear KC,

We refer to your below email and to our telephone conversation earlier.

Please be informed that we had highlighted this matter to our surveyor and will verify the consistency of the damages.

We will revert back for an update on the revised estimate asap.

Thank you.

Kind Regards,

Vic Alpeh

LKK Auto Consultants Pte Ltd

51 Ubi Avenue 1 #01-25

Paya Ubi Industrial Park



Singapore 408933  
DID : 65- 6841 2096  
Fax : 65- 6741 4108  
Email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)

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**From:** Admin-B (LKK Auto)  
**Sent:** Monday, 26 January, 2015 4:51 PM  
**To:** 'Chan Kian Chuan'; Vic  
**Cc:** Kathy Lai  
**Subject:** RE: C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Dear Kian Chuan,

Thank you for your email.

Dear Vic,

**FYNA. Our Ref : CC6/AXA14022446/M1h2e3**

Thanks & Regards,  
YIN SIEW  
LKK Auto Consultants Pte Ltd  
DID: 6366 0055  
FAX: 6741 4108

---

**From:** Chan Kian Chuan [<mailto:kianchuan.chan@axa.com.sg>]  
**Sent:** Monday, 26 January, 2015 3:54 PM  
**To:** [admin-b@lkkauto.com](mailto:admin-b@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE:C0323619 Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Hi Vic,

As spoken, please let us have your advice on the preliminary advice.  
Insured is disputing on quantum/damages, from the photos damages seems minor Is the damages consistence?  
Please advise on the revised estimate amount and the status of claim.

Thanks.

**Warmest Regards,**

---

**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:** Tan Tiong Beng  
**Sent:** Friday, December 05, 2014 4:00 PM  
**To:** 'admin-b@lkkauto.com'; 'assignments@lkkauto.com'; 'sur@lkkauto.com '  
**Cc:** Chan Kian Chuan; Ivy Yong  
**Subject:** Direct Settlement / EM-1 Auto / C0323619 / OD SJD626E / TP SGQ9325G / 25.11.14 / EST \$12,476 / KC

Dear Ivy,

Pls input VAT in AS400. Thank you.

---

**From:** Admin-A (LKK Auto) [<mailto:admin-a@lkkauto.com>]  
**Sent:** Friday, December 05, 2014 3:21 PM  
**To:** Tan Tiong Beng; Winnie Ho Ping Ping; Jacy Goh Lay Ting  
**Cc:** KKLau; Vic; Kathy Lai  
**Subject:** Direct Settlement - Acc Invl SJD 626E (OI : AXA - TBA) & SGQ 9325G (TP : LKK - CC6/AXA14022446/M1h2e3) on 25.11.2014

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SGQ 9325G AT M/S EM-1 Auto Pte Ltd.

Enclosed herewith a copy of TP's GIA report , estimated cost of repair and preliminary advice for your perusal.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID:6841 2096.

*"Wishes you a Merry Christmas & Happy New Year 2015"*

Thanks & Regards,  
**Su Li**  
LKK Auto Consultants Pte Ltd  
DID: 6366 0055  
Fax: 6741 4108

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