

Nivitha (LKK Auto)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 11 April 2019 11:20 AM
To: assignments
Subject: FW: 3rd Party Accident Survey

Hi team,

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)

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

From: Eugene - VAG Singapore <eugene@vag.sg>

Sent: Wednesday, 10 April, 2019 4:06 PM

To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>

Subject: 3rd Party Accident Survey

Hi Guys,

An accident has occurred on 7th April 2019 at about 2310hrs between your insured (SCP5010T) and our client (SLE1198M).

This is a 3rd party claim against your own insured.

Please come back with a few dates and time, so we can inform the client.

Thank you

--

Best regards,

Eugene Ong

AVANTAGE VAG

6515 9515 Sales & Service | 6795 5005 24hr Towing | www.avantage.sg

WEST Service & Tuning Centre

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586 ✓

NORTH Service Centre

160 Sin Ming Drive, #08-01 Sin Ming AutoCity, Singapore 575722

EAST Service Centre

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

Spray Paint, Grooming & Accident Repair

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3:14pm 11/4/19
eugene
vehicle ref h



Auto
Consultants
Pte Ltd

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

11 April, 2019

NG MUI QUEE REBECCA

293 BISHAN STREET 22
#10-89 BISHAN HEIGHTS
SINGAPORE 570293

Dear Sir,

OUR REF : CC4/ASM19006511/ea3 // S9M01JV7

YOUR REF : SCP 5010T

**ACCIDENT INVOLVING SCP 5010T AND SLE 1198M ON 07/04/2019 ALONG/AT
SINGAPORE WOODLAND CUSTOM TOWARDS SINGAPORE**

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)

Asher Sng (LKKAUTO)

From: Eugene - VAG Singapore <eugene@vag.sg>
Sent: Tuesday, 16 April 2019 3:43 PM
To: Asher Sng (LKKAUTO); Mei Kwan (LKKAUTO)
Cc: Admin A; assignments; Claims Assistance - VAG Singapore
Subject: Re: 3rd Party Accident Survey *** LKK REF: CC4/ASM19006511/ea3

Hi Asher,

Case dropped.

The insured has gone with another shop for repairs. As such, this is a case of **REPORTING ONLY**

We will not be pursuing the case.

Thank you

Best regards,

Eugene Ong

On 16/4/2019 12:40 PM, Asher Sng (LKKAUTO) wrote:

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Eugene,

We refer to the email below.

We are still pending for our insured report from our principal.

Shall revert once we received the report.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

From: Eugene - VAG Singapore <eugene@vag.sg>
Sent: Monday, 15 April 2019 8:31 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Claims Assistance - VAG Singapore <claims@vag.sg>
Subject: Re: 3rd Party Accident Survey *** LKK REF: CC4/ASM19006511/ea3

Hi Asher,

Do you have an update on this case.

Thank you

Eugene

On 12/4/2019 9:44 AM, Asher Sng (LKKAUTO) wrote:

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Eugene,

We have manage to get the video.

Will forward to our principal and shall revert to you in due course.

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)

From: Eugene - VAG Singapore <eugene@vag.sg>
Sent: Friday, 12 April 2019 9:34 AM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Claims Assistance - VAG Singapore <claims@vag.sg>
Subject: Re: 3rd Party Accident Survey *** LKK REF: CC4/ASM19006511/ea3

i see you have downloaded the footage via WeTransfer.

Thank you

Eugene

On 12/4/2019 9:14 AM, Asher Sng (LKKAuto) wrote:

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Eugene,

We refer to the email below.

Have did not received any video till date.

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)

From: Eugene - VAG Singapore <eugene@vag.sg>
Sent: Thursday, 11 April 2019 8:10 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Claims Assistance - VAG Singapore <claims@vag.sg>
Subject: Re: 3rd Party Accident Survey *** LKK REF: CC4/ASM19006511/ea3

Dear All,

As requested, please find attached GIA report.
The repair for this vehicle is subjective at least till after survey.

I have send the Videos via WeTransfer to Asher.
The footage is very much self explanatory, SCP5010T failed to secure the vehicle before getting off the vehicle.

Thank you

Best regards,

Eugene Ong

On 11/4/2019 7:54 PM, Mei Kwan (LKKAuto) wrote:

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident and we are currently **pending verification for direct settlement.**

Please provide us the following and arrange for TP survey.

- ***evidence i.e. video and scene photo.***
- ***PIR result (if any)***
- ***Estimated cost of repair***
- ***GIA report***

Please note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

Our respective case handler will look into the matter and revert to you in due course.

To check availability of the case handler, you may contact the undersigned.

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 |

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Eugene Ong

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WITHDREW CLAIM

Type

🔗 Question

Message

Hi Richard, TP repairer inform that the claimant withdrew the claim from the workshop and they are not pursuing the case. In view on above we will process to close the case without bill as no survey done. Thank you (Asher Sng - 16.04.19)

Reply