

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 12 April 2019 3:11 PM
To: ANG Yvonne
Cc: Celine Fong (LKKAuto)
Subject: RE: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG
Attachments: LKKAdjustment1a.pdf

Hi Yvonne,

As requested.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Tuesday, 9 April 2019 11:08 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Hsiao Tong

As spoken, please assist for the OD adjustment rate report for us to proceed with the OD claim.
Kindly refer to the tax invoice from repairer.

We look forward to your early reply

Regards

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888



redefining / insurance



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From: ANG Yvonne
Sent: Thursday, March 28, 2019 6:44 PM
To: SUR <sur@lkkauto.com>
Subject: FW: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Katherine

We understand your office had surveyed the vehicle at comfort delgro under C0322193 (ref GBA9848H)
Please assist to confirm the cost of repair is adjusted as per OD rate.

Regards

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: Friday, March 08, 2019 4:31 PM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Dear Yvonne

Please find attached the OD repair invoice & DV for your early payment.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok
Sent: Friday, 15 February 2019 3:12 PM
To: ANG Yvonne
Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Yvonne,

Thank you for your email.

The OD repair cost is confirmed at \$1,589.00 with nil excess.

We shall submit the repair invoice & DV soon.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Friday, 15 February 2019 2:53 PM
To: Cecilia Lee Peng Geok
Subject: RE: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Cecilia

As spoken, please let us have your repairer invoice and DV to process payment

Regards

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888





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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Friday, February 15, 2019 12:13 PM

To: ANG Yvonne <yvonne.ang@axa.com.sg>

Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Yvonne

Appreciate your update on the matter.

Thank you & Happy New Year.



Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: ANG Yvonne <yvonne.ang@axa.com.sg>

Sent: Tuesday, 22 January 2019 6:00 PM

To: Cecilia Lee Peng Geok

Subject: RE: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Cecilia

Thank you for your email clarification, we will revert shortly

Regards

Yvonne Ang

Assistant Manager

Motor (Property) Claims



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: Friday, January 18, 2019 8:47 AM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Yvonne,

After AXA repudiated liability in Aug 2016, we started to claim from third party. The vehicle was registered under a company name and people profile search reveals that the driver was also the business owner. Numerous letters were sent to third party driver/owner to various addresses but no response received. Until May 2018, client informed us that AXA had allowed him to claim his damage under OD claim. In fact, before AXA repudiated liability, we had on 29/04/2016 wrote to your office for advice whether the OD claim is allowed. Attached herewith the said letter for your reference.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Thursday, 17 January 2019 6:42 PM
To: Cecilia Lee Peng Geok
Subject: RE: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Cecilia

Kindly let us know when is the period that you tried to claim from third party and eventually decide to revert to OD claim. Thanks

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: Monday, January 14, 2019 8:44 AM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Yvonne

After AXA repudiated liability, we had tried to recover the claim from third party driver/owner but unsuccessful.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Friday, 11 January 2019 5:33 PM
To: Cecilia Lee Peng Geok
Subject: RE: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Cecilia

As spoken, we had repudiated the third party claim on 10.08.2016, any valid reason why insured need to wait for 2 year then to decide to convert to OD claim?
We await for your reply.

Regards

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888



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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]
Sent: Monday, December 31, 2018 1:51 PM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Cc: sur@lkkauto.com
Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG
Importance: High

Dear Yvonne

Please confirm the COR at \$1589 (before GST) and we shall submit the repair invoice for payment.

Thank you.

Best Regards
Cecilia Lee
Claims Department | ComfortDelGro Engineering Pte Ltd
Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok
Sent: Thursday, 20 December 2018 8:20 AM
To: ANG Yvonne
Cc: sur@lkkauto.com
Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Yvonne

The repair cost based on OD rate is \$1,589.00 before GST. Details see below. Please confirm.

S/N	Part Description	QTY	Cost Price	Nett Price	LKK's marking
1	REAR BUMPER	1	\$ 200.00		\$ 200.00
2	REAR BUMPER RETAINER LH	1	\$ 28.00		\$ 28.00
3	REAR BUMPER RETAINER RH	1	\$ 28.00		\$ 28.00
4	REAR BUMPER CORNER RETAINER RH	1	\$ 28.00		\$ 28.00
5	REAR BUMPER CORNER RETAINER LH	1	\$ 28.00		\$ 28.00
6	REAR BUMPER CLIP	6	\$ 1.50		\$ 9.00
7	REVERSE SENSOR	4		\$ 200.00	\$ 200.00
8	REAR BUMPER STAY RH	1	\$ 35.00		
9	REAR BUMPER STAY LH	1	\$ 35.00		
10	REAR END PANEL	1	\$ 205.00		
11	REAR END PANEL TOP GARNISH	1	\$ 110.00		\$ 110.00
12	REAR END PANEL TOP GARNISH CLIP	4	\$ 1.50		
13	TAILGATE WEATHER STRIP	1	\$ 105.00		\$ 105.00
14	TAILGATE ESTIMA EMBLEM	1	\$ 25.00		\$ 25.00
15	REAR LOGO	1	\$ 28.00		\$ 28.00
				Parts	\$ 789.00
				Labor	\$ 800.00
				Total before GST	\$ 1,589.00

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: ANG Yvonne <yvonne.ang@axa.com.sg>

Sent: Wednesday, 19 December 2018 8:19 PM

To: Cecilia Lee Peng Geok

Cc: sur@lkkauto.com

Subject: RE: Accident involving SJT2942U & GBA9848H on 07/11/2014 C0322087 CHAN STEVE YEW HUNG

Hi Cecilia

Sorry for the delayed reply.

The excess applicable is NIL

Kindly advise total repair cost based on OD rate ?

Regards

Yvonne Ang

Assistant Manager

Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: yvonne.ang@axa.com.sg

DID: 1800 880 4888





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From: Cecilia Lee Peng Geok [<mailto:cecilialee@sparkcarcare.com>]

Sent: Thursday, November 29, 2018 11:06 AM

To: ANG Yvonne <yvonne.ang@axa.com.sg>

Cc: sur@lkkauto.com

Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014

Importance: High

Hi Yvonne

Please revert on OD repair cost & applicable excess. Our mutual client is chasing.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Wednesday, 24 October 2018 11:40 AM

To: Yvonne Ang AXA; sur@lkkauto.com

Subject: Re: Accident involving SJT2942U & GBA9848H on 07/11/2014

Dear Yvonne/LKK

Please revert on OD repair cost & applicable excess.

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

From: Cecilia Lee Peng Geok

Sent: Friday, 28 September 2018 2:19 PM

To: Yvonne Ang AXA

Cc: sur@lkkauto.com

Subject: Accident involving SJT2942U & GBA9848H on 07/11/2014

Insured: SJT2942U

Dear Yvonne

Please refer to the subject matter and our earlier conversation. The vehicle was surveyed by LKK under TP Direct Settlement.

Attached herewith estimate based on OD rates. The labor cost is adjusted to \$800.00. Please let us have your offer on OD repair cost.

Please also confirm if the applicable excess is \$300 + GST.

Owner: Chan Steve Yew Hung

Driver: Yap Lay Peng

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd

Off: 6214 8354 | Fax: 6214 1843

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