

Hsiao Tong (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Tuesday, 7 May 2019 12:05 PM
To: KHONG Lynn; Hsiao Tong (LKKAUTO)
Cc: DE ALBAN Roman; Admin A
Subject: RE: S9M01KXQ / P2043570 / SLS1040K *** LKK REF: CC4/ASM19007359/pa3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Lynn,

We conducted survey TP veh on 06.05.2019.

We will submit IA soonest.

Hi Hsiao Tong,

FYI and necessary action please.

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)

From: KHONG Lynn <lynn.khong@axa.com.sg>
Sent: Tuesday, 7 May, 2019 12:00 PM
To: DE ALBAN Roman <roman.alban@axa.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: FW: S9M01KXQ / P2043570 / SLS1040K

Hi Roman,

For Third Party claim, all survey are of without prejudice.

Offer is based on liability.

There is no authorization given to Third Party workshop.

Thank you.

Dear LKK,

Kindly advise IA / IA mandate.

Insured has disputes on Third Party COR.

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

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From: Roman De Alban [<mailto:cst@axa.com.sg>]
Sent: Monday, May 06, 2019 11:52 AM
To: KHONG Lynn <lynn.khong@axa.com.sg>
Cc: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>
Subject: S9M01KXQ / P2043570 / SLS1040K

Dear Lynn,

For Claim no. S9M01KXQ, received a call from the named driver, YEO, HWEE PENG, who has been in communication with the 3rd Party Workshop, KAH MOTOR CO SDN BHD, wherein he was advised by the said workshop that our appointed surveyor, LKK AUTO CONSULTANTS PTE LTD, has already authorized the repair of their client's vehicle.

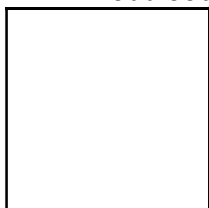
There is presently no authorization in SmartClaims. The Insured would also like to dispute the claim amount (approx. S\$ 8k) authorized by LKK.

Possible to confirm with LKK on this and if ever have LKK callback the Insured (Contact no. 93889039) to further explain the basis of the authorized claim amount if found true.

For your file record and necessary action.

With regards,

Roman De Alban | Specialist, GI Call Centre
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: cst@axa.com.sg
Phone: 1800 880 4888 (Within Singapore) / (65) 6880 4888 (International)



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