

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Monday, 27 July 2020 12:25 PM
To: Candy Kong; 'Daniel Khoo'; claims@transcab.com.sg
Cc: 'Jasmine Tan'; 'Ng Wai Yin'; 'Alice Lim'
Subject: RE: YOUR REF: SHC 5180U (OUR REF: CC4/ASM19008237/Ugb3) *** ACCIDENT INVOLVING SHC 5180U & SLQ 5343X ON 11/05/2019 ***

Dear Sir/Madam,

OUR REF : CC4/ASM19008237/Ugb3
YOUR REF : SHC 5180ZU
ACCIDENT INVOLVING SHC 5180ZU & SLQ 5343X ALONG/AT Y SOMERSET 313 TAXI STAND ON 11/05/2019

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a third party claim(s) from M/S KIM CHWEE AUTO PTE LTD acting on behalf of the owner of SLQ 5343X against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy. We also wish to inform you that Section II of the Motor Insurance Policy is attached, and capped, with an excess of **\$5,000.00** for third party claim settlements.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following to ceciliachong@lkkauto.com within 7 days from the date of this letter **if not provided at our reporting centre**. The list below 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)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- **Copy of the letter of authorization**
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and

consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to ceciliachong@lkkauto.com or deliver it by hand to AXA Customer Care Centre.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact as at Ms. Cecilia Chong (LKK Handler) 6749 4274 or ceciliachong@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Candy Kong <candy.kong@transcab.com.sg>

Sent: Wednesday, 26 February 2020 4:18 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; 'Daniel Khoo' <danielkhoo@ava-ins.com>; claims@transcab.com.sg

Cc: 'Jasmine Tan' <jasminetan@transcab.com.sg>; 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>; 'Alice Lim' <alicelim@ava-ins.com>

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Hi Cecilia,

Kindly adv DOA is 11.05.2019 or 01.05.2019, after double checking system record. I found SHC5180U DOA is 01.05.2019 GIA report. Kindly see attach.

*Thks & Rdgs
Candy Kong
Claims Service Assistant*