

## Veron Chen (LKKAuto)

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**From:** Celine Fong (LKKAuto)  
**Sent:** Thursday, 30 April 2020 3:49 PM  
**To:** Veron Chen (LKKAuto)  
**Subject:** RE: Your Ref: SJF5697G DOA-15/05/19      Our Ref: 593641   AXA REF: S9M01NM6 //  
LKK REF: CS/ASM19008821/d3

Dear Veron,

Please reply them as below.

Dear Saw Theng,

We have conducted survey and just received documents (CI, driver police report) from TP.

We have clarified with the repairer M/s Teamwork Garage Pte Ltd, they will not provide estimate for this case.

Thus we will submitting our PRS report in SMART claim shortly.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Wednesday, 29 April 2020 5:35 PM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Subject:** RE: Your Ref: SJF5697G DOA-15/05/19 Our Ref: 593641 AXA REF: S9M01NM6 // LKK REF: CS/ASM19008821/d3

Dear Summer,

Why vehicle survey done, which I don know about this case? Since 2019

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**From:** Admin-D (LKKAuto)  
**Sent:** Wednesday, 29 April 2020 5:30 PM  
**To:** KHOR Saw Theng <[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** LIU Yiwen <[yiwen.liu@axa.com.sg](mailto:yiwen.liu@axa.com.sg)>; Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Re: Your Ref: SJF5697G DOA-15/05/19 Our Ref: 593641 AXA REF: S9M01NM6 // LKK REF: CS/ASM19008821/d3

Dear Sir/Madam,

Thank you for the email.

Dear Veron,

Kindly assist.

**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,**

**Summer Lee** | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** KHOR Saw Theng [<mailto:sawtheng.khor@axa.com.sg>]

**Sent:** Wednesday, 29 April 2020 2:12 PM

**To:** Monica Chung; Mei Kwan (LKKAuto)

**Cc:** LIU Yiwen

**Subject:** RE: Your Ref: SJF5697G DOA-15/05/19 Our Ref: 593641 AXA REF: S9M01NM6

Dear Monica

Yes, the case is handled by LKK.

Dear Mei Kwan

Please advise on this matter whether survey done and what is the status now.

Regards



**Khor Saw Theng (Ms)**

Manager, Motor Claims

AXA Insurance Pte Ltd

8 Shenton way AXA Tower #24-01

Singapore 068811

**Customer Care hotline 1800-880 4888**

**[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)**

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

We remain available to serve you during the circuit breaker period. For AXA's COVID-19 updates & initiatives, please visit <https://www.axa.com.sg/covid-19-updates>.



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**From:** YEE Dorothy  
**Sent:** Tuesday, April 28, 2020 9:10 AM  
**To:** KHOR Saw Theng <[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)>; LIU Yiwen <[yiwen.liu@axa.com.sg](mailto:yiwen.liu@axa.com.sg)>  
**Cc:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>  
**Subject:** RE: Your Ref: SJF5697G DOA-15/05/19 Our Ref: 593641

Oh sorry forgot about the claim no S9M01NM6

**Best Regards**



**Dorothy Yee**  
**Senior Admin Assistant**  
Claims Services (Recovery)  
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811  
Email : [dorothy.yee@axa.com.sg](mailto:dorothy.yee@axa.com.sg)  
DID 6880 4261  
Customer Care: 1800 8804741  
[www.axa.com.sg](http://www.axa.com.sg)



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**From:** YEE Dorothy  
**Sent:** Tuesday, April 28, 2020 9:07 AM  
**To:** KHOR Saw Theng <[sawtheng.khor@axa.com.sg](mailto:sawtheng.khor@axa.com.sg)>; LIU Yiwen <[yiwen.liu@axa.com.sg](mailto:yiwen.liu@axa.com.sg)>  
**Cc:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>  
**Subject:** FW: Your Ref: SJF5697G DOA-15/05/19 Our Ref: 593641

Dear Saw Theng/Yiwen

Fya

**Best Regards**



**Dorothy Yee**  
**Senior Admin Assistant**

Claims Services (Recovery)  
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

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**From:** Monica Chung <[Monica\\_Chung@sg.msg-asia.com](mailto:Monica_Chung@sg.msg-asia.com)>

**Sent:** Monday, April 27, 2020 10:33 AM

**To:** YEE Dorothy <[dorothy.yee@axa.com.sg](mailto:dorothy.yee@axa.com.sg)>

**Subject:** [EXTERNAL] Your Ref: SJF5697G DOA-15/05/19 Our Ref: 593641

WITHOUT PREJUDICE

Dear Dorothy,

We have received the property damage claim from the workshop of VAY2308.

Please assist to forward this email to the claims handler for third party, VAY2308's claim.

We would like to know if VAY2308 was initially surveyed by AXA and which surveyor was appointed to survey.

Thank you.

*In view of the current COVID-19 situation, our offices at SGX Centre 2 and Hong Leong Building will be temporarily closed to all walk-in customers and visits from 7 April 2020 until further notice.*

*As most of our employees are telecommuting and have limited access to office phone messages, please email your enquiries to us instead.*

*We wish to assure you that we remain fully committed to serving you and will continue to operate to support your essential insurance needs.*

*Please bear with us should there be some service delay during this period.*

Regards,

**Monica Chung**  
Executive, Claims Services



**MSIG Insurance (Singapore) Pte Ltd** 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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