

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 30 April 2020 5:24 PM
To: Admin-D (LKKAUTO); KHOR Saw Theng; SUR
Cc: LIU Yiwen; SUR; Admin A
Subject: RE: Your Ref: SJF5697G DOA-15/05/19 Our Ref: 593641 AXA REF: S9M01NM6 //
LKK REF: CS/ASM19008821/d3

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.

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,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAUTO)
Sent: Wednesday, 29 April 2020 5:30 PM
To: KHOR Saw Theng <sawtheng.khor@axa.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: LIU Yiwen <yiwen.liu@axa.com.sg>; Monica Chung <Monica_Chung@sg.msig-asia.com>; SUR <sur@lkkauto.com>; Admin A <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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

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>; LIU Yiwen <yiwen.liu@axa.com.sg>
Cc: Monica Chung <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
DID 6880 4261
Customer Care: 1800 8804741
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>; LIU Yiwen <yiwen.liu@axa.com.sg>
Cc: Monica Chung <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
Email : dorothy.yee@axa.com.sg
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From: Monica Chung <Monica_Chung@sg.msig-asia.com>
Sent: Monday, April 27, 2020 10:33 AM
To: YEE Dorothy <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
D: +65 6594 2552 | F: +65 6225 7402 | monica_chung@sg.msig-asia.com



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



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