

Veron Chen (LKKAUTO)

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Thursday, 15 August 2019 1:50 PM
To: Santhanasamy
Cc: SUR; Veron Chen (LKKAUTO); TEO Kitty
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD) S9M01OUX

Hi Sam

As spoken, we will not handle insured's recovery on excess and loss of use.

Regards

Yvonne Ang | Assistant Manager, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
Customer Care No. 1800 8804888



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>
Sent: Wednesday, August 14, 2019 4:54 PM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Cc: SUR <sur@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; TEO Kitty <kitty.teo@axa.com.sg>
Subject: [EXTERNAL] RE: SMD 1378D-DOA: 17/5/2019 (AXA OD) S9M01OUX

Hi Yvonne,

Not withdraw, he claimed under OD so that the repair would be completed faster and after the repair is completed he would like to revert it back to 3rd party claim. Which is insurance company helping him to fight the case.

With Best Regards



Sam
Service Advisor

Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100

T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195

E: Santhanasamy@tridenteautomobili.com.sg

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

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

Sent: Wednesday, August 14, 2019 4:44 PM

To: Santhanasamy

Cc: SUR; Veron Chen (LKKAUTO); TEO Kitty

Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD) S9M01OUX

Hi Sam

May we confirm OD claim withdraw as we received your repairer invoice and DV

Regards

Yvonne Ang | Assistant Manager, Motor Claims Department

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

Email: yvonne.ang@axa.com.sg

Customer Care No. 1800 8804888



Please consider the environment before printing this message

This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

From: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>

Sent: Wednesday, August 14, 2019 3:47 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; ANG Yvonne <yvonne.ang@axa.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: [EXTERNAL] RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi Yvonne,

Sorry,

With Best Regards



Sam
Service Advisor
Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100
T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195
E: Santhanasamy@tridenteautomobili.com.sg

*This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

Can help me on this matter? The owner is asking for the status.

From: Santhanasamy
Sent: Wednesday, July 24, 2019 4:28 PM
To: 'Veron Chen (LKKAUTO)'
Cc: SUR
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi Veron,

Please refer to the attached files.

The insured would like to revert this case to 3rd party. He actually had already indicated that on his GIA report.

With Best Regards



Sam
Service Advisor
Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100
T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195
E: Santhanasamy@tridenteautomobili.com.sg

*This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, June 26, 2019 9:19 AM
To: Santhanasamy
Cc: SUR
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Dear Sam,

Confirmed amount \$19,152.80 before excess \$8000 and GST @ 5 working days.

Kindly forward us invoice and discharge voucher for us to close file

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: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>

Sent: Tuesday, 25 June 2019 5:49 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi,

Please refer to the revised amount.

With Best Regards



Sam

Service Advisor

Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100

T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195

E: Santhanasamy@tridenteautomobili.com.sg

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

From: Santhanasamy

Sent: Tuesday, June 25, 2019 4:31 PM

To: 'Admin-D (LKKAuto)'; 'assignments'

Cc: 'SUR'

Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi,

Can we finalize at amount?

With Best Regards



Sam

Service Advisor

Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100

T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195

E: Santhanasamy@tridenteautomobili.com.sg

*This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Santhanasamy
Sent: Tuesday, June 18, 2019 4:25 PM
To: 'Admin-D (LKKAUTO)'; assignments
Cc: SUR
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi,

Sure.

With Best Regards



Sam

Service Advisor

Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100

T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195

E: Santhanasamy@tridenteautomobili.com.sg

*This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Admin-D (LKKAUTO) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, June 18, 2019 4:05 PM
To: Santhanasamy; assignments
Cc: SUR
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi,

May we arrange tomorrow for the final survey?

Best Regards,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>
Sent: Tuesday, 18 June 2019 3:46 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi Veron,

Can help me arrange for the final survey before I release the car to the owner?

With Best Regards



Sam

Service Advisor

Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100
T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195
E: Santhanasamy@tridenteautomobili.com.sg

*This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, June 18, 2019 2:12 PM
To: Santhanasamy; SUR
Subject: FW: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Dear Sam,

Supplementary approved by insurance.

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: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>

Sent: Monday, 17 June 2019 7:34 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi Veron,

Please refer to the attached file for the supplementary quotation. Steve had already taken photos of this part when he was here to take photos of before paint.

With Best Regards



Sam

Service Advisor

Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100

T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195

E: Santhanasamy@tridenteautomobili.com.sg

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

From: Santhanasamy

Sent: Saturday, June 1, 2019 2:38 PM

To: 'Veron Chen (LKKAuto)'

Cc: SUR

Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi Veron,

Please refer to the attached file for the supplementary quotation.

With Best Regards



Sam
Service Advisor
Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100
T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195
E: Santhanasamy@tridenteautomobili.com.sg

*This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, May 31, 2019 11:15 AM
To: Santhanasamy
Cc: SUR
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Dear Sam,

As instructed by our client , please proceed to repair the **insured vehicle SMD 1378D (Excess \$8000/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

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: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>
Sent: Friday, 31 May 2019 10:33 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; TEO Kitty <kitty.teo@axa.com.sg>
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi Veron,

Please refer to the attached file, Mr Koh Chuan Yong is a named driver, Owner is asking why still need the letter. Please help to check.

With Best Regards



Sam

Service Advisor

Tridente Automobili Pte Ltd

30 Leng Kee Road, Unit 01-02, Singapore 159100

T(+65) 6475 2168 F(+65) 6472 2928 HP (+65) 9878 3195

E: Santhanasamy@tridenteautomobili.com.sg

*This email, including any attachment, is confidential and may also be privileged.
If you have received it in error, please notify us immediately by reply email and then delete this message from your system.
Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.*

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, May 30, 2019 8:25 AM

To: Santhanasamy

Cc: SUR

Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Dear Sam,

Refer below from insurance.



SERVICE REQUESTS

MESSAGES

CLAIMS



KIV Authorisation and pls expedite on LOA.

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: Veron Chen (LKKAUTO)
Sent: Thursday, 30 May 2019 7:37 AM
To: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Dear Sam,

Letter from insured authorise driver's to drive the vehicle requested by insurance.

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: Santhanasamy <Santhanasamy@tridenteautomobili.com.sg>
Sent: Wednesday, 29 May 2019 5:56 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: SMD 1378D-DOA: 17/5/2019 (AXA OD)

Hi Veron,

I'm actually on leave. I am chasing the approval because this car is in my workshop. Owner would not be happy if the repairs are delayed because of approval . Normally for OD I do not submit the letter of authorise. I had already spoken to your surveyor on the Labour cost too. Can I start the work at least? I will only be able to send you the letter on Friday. Hope you can understand my situation. I will get the letter you need asap.

Best regards
Sam

On 29 May 2019 2:40 pm, "Veron Chen (LKKAUTO)" <veronchen@lkkauto.com> wrote:
Dear Sam,

Kindly forward us letter of authorise from insured.

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)



This email has been checked for viruses by AVG antivirus software.
www.avg.com

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.