

Zayyer

From: Zayyer
Sent: Wednesday, 25 May, 2016 4:02 PM
To: Cynthia Loh
Cc: Admin A; CS A Team
Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL
Attachments: email to Trans-Cab.pdf; email to workshop.pdf

Dear Cynthia,

We wrote an email to TP to provide us the video footage and police investigation result. (if any) for review.

However, there is still no further action/ reply initiated by third-party repairer. As the vehicle sustained intensive damages, our surveyor had put the request to TP for book value so that the amount could be finalised. Again, the said requested document is not provided yet till date.

As such, the matter has been dragging since 2014 and no further development.

In view of the above, we will proceed to temporarily close this two (2) year outstanding claim file and submit our wp report to your good-office.

In future, if there are any new developments from the claimant, we will inform you for our further handling.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cynthia Loh [mailto:cynthia.loh@axa.com.sg]
Sent: Wednesday, 18 May, 2016 3:00 PM
To: Zayyer <zayyer@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Dear Zayer,

Please assist to obtain the police investigation result and witness **SD** for further assessment.

Best regards,

Cynthia Loh

Executive – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

cynthia.loh@axa.com.sg

Customer Care No. 1800 8804741 Press 3 / Fax: (65) 6880 4838

Website: www.axa.com.sg



We are all born to protect, but for me it's a calling.
Discover our stories on www.borntoprotect.sg

redefining / insurance 

“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.”



Please consider the environment before printing this email

From: Zayyer [<mailto:zayyer@lkkauto.com>]

Sent: Saturday, May 07, 2016 4:08 PM

To: Cynthia Loh

Cc: Admin A

Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Dear Cynthia,

We refer to the below email.

As per instruction, we had informed TP's repairer that we are to reject the claim in view of BOLA scenario 5, OI going straight and the claim turning right.

Now, TP's repairer forwarded us witness statement. Please see attached. We have been trying to contact witness for several times but to no avail.

Kindly advise should we maintain our stand of rejection the claim or settle amicably.

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayyer@lkkauto.com fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cynthia Loh [<mailto:cynthia.loh@axa.com.sg>]

Sent: Thursday, 21 April, 2016 10:21 AM

To: Zayyer <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>

Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Dear Zayer,

Please proceed as suggested.

Best regards,

Cynthia Loh

Executive – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

cynthia.loh@axa.com.sg

Customer Care No. 1800 8804741 Press 3 / Fax: (65) 6880 4838

Website: www.axa.com.sg




We are all born to protect, but for me it's a calling.

Discover our stories on www.borntoprotect.sg

redefining / insurance



"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."

 **Please consider the environment before printing this email**

From: Zayyer [<mailto:zayyer@lkkauto.com>]

Sent: Wednesday, April 20, 2016 2:22 PM

To: Cynthia Loh; Admin A

Cc: KKLau; Zayyer

Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Dear Cynthia,

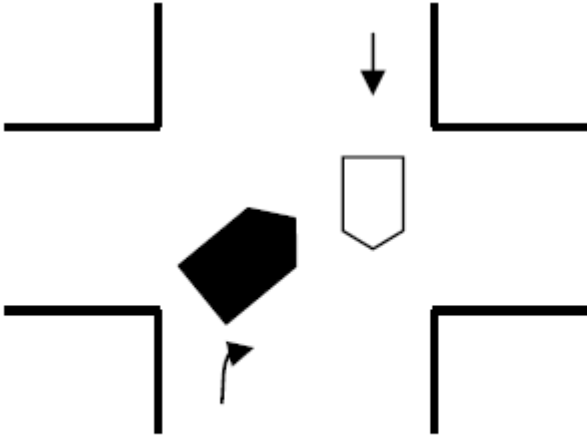
Refer to the below matter.

Kindly be informed that this is a case where the insured driver was going straight along X-junction and collided with TP who was turning right at the time of accident. Traffic light was conflicting.

In order to assess the liability, we had written an email to TP to provide us the evidence or video footage to support their claim. However, we had not heard from them till date. Please find the attached email.

In view of no supporting evidence, we intended to reject the claim as the scenario falls under BOLA 5 (**TP turn right, OID go straight**). OI has more precedence and right of way. Attached is both parties report for your easy reference.

Kindly let us have your comment / approval please.

	SCENARIO	DESCRI
	X-JUNCTION (Controlled)	
5.		<p>Vehicle X – Turr Vehicle Y – Mov</p> <p>Reason: Onus turni</p>

Best Regards,

Zayer | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2409, email: zayer@lkkauto.com fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cynthia Loh [<mailto:cynthia.loh@axa.com.sg>]

Sent: Tuesday, 19 April, 2016 10:22 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Zayer <zayer@lkkauto.com>; KKLau <kklau@lkkauto.com>

Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Importance: High

Dear LKK,

Please refer to our email of 28.01.15.

This claim has been long pending. Kindly expedite DS.

Thanks & Regards,
Cynthia Loh
Executive – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

cynthia.loh@axa.com.sg

Customer Care No. 1800 8804741 Press 3 / Fax: (65) 6880 4838

Website: www.axa.com.sg



We are all born to protect, but for me it's a calling.

Discover our stories on www.borntoprotect.sg

redefining / insurance



"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."

 **Please consider the environment before printing this email**

From: Cynthia Loh

Sent: Wednesday, January 28, 2015 3:50 PM

To: 'Admin-A (LKK Auto)'

Cc: Zayyer

Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Dear Su Li,

Please proceed DS.

Thanks & Regards

Cynthia Loh

Executive – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

cynthia.loh@axa.com.sg

Customer Care No. 1800 68804741 Press 3 / Fax: (65) 6880 4838

Website: www.axa.com.sg



We are all born to protect, but for me it's a calling.

Discover our stories on www.borntoprotect.sg

redefining / insurance



"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."

 **Please consider the environment before printing this email**

From: Admin-A (LKK Auto) [<mailto:admin-a@lkkauto.com>]

Sent: Friday, January 23, 2015 4:35 PM

To: Winnie Ho Ping Ping

Cc: Cynthia Loh; Zayyer

Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Dear Winnie /Cynthia,

We refer to our below email.

Kindly advise whether we can proceed direct settlement for this case.

Thanks & Regards,

Su Li

LKK Auto Consultants Pte Ltd

DID: 6366 0055

Fax: 6741 4108

From: Admin-A (LKK Auto)

Sent: Wednesday, 7 January, 2015 10:14 AM

To: 'Winnie Ho Ping Ping'

Cc: Cynthia Loh; Zayyer

Subject: RE: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Dear Winnie /Cynthia,

We refer to your below email.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report as TP's repairer is keep chasing for the settlement.

Thanks & Regards,

Su Li

LKK Auto Consultants Pte Ltd

DID: 6366 0055

Fax: 6741 4108

From: Winnie Ho Ping Ping [<mailto:winnie.ho@axa.com.sg>]

Sent: Monday, 8 September, 2014 12:33 PM

To: assignments@lkkauto.com; Admin-A (LKK Auto); sur@lkkauto.com; Cynthia Loh

Cc: Kelvyna Ngian

Subject: WP / TRANS-CAB AUTO / C0315531 / OD- GZ3571D / TP- SHD9619R / DOA: 30.08.2014 / EST: 60,207.46 / NO XS / CL

Thanks & Regards

Winnie Ho

Claims Assistant – Claims Services

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

winnie.ho@axa.com.sg

DID: (65) 6880 4833

Website: www.axa.com.sg



redefining / insurance



Please consider the environment before printing this email

From: Jojo Ngai [<mailto:admin-b@lkkauto.com>]

Sent: 05 September, 2014 10:48 AM

To: Winnie Ho Ping Ping; Kitty Teo Poh Guek; Tan Tiong Beng

Cc: KKLau; Zayyer

Subject: Direct Settlement - Acc Invl GZ 3571D (OI : AXA - TBA) & SHD 9619R (TP : LKK - CC3/AXA14016915/Kzb3) on 30.08.2014

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHD 9619R AT M/s Trans-Cab Auto Services Pte Ltd.

Enclosed herewith a copy of TP's GIA report ,police report, estimated cost of repair, photos and preliminary advice for your perusal.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Zayer and he can be contacted at DID: 6749 9635.

Thanks & Regards

Jojo Ngai

LKK Auto Consultants Pte Ltd

51 Ubi Ave 1,

#01-25 Paya Ubi Industrial Park,

Singapore 408933

DID : 6742 8617

Fax : 6741 4108



Save the trees - Do you really need to print this e-mail?

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. 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.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. 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.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. 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.