

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 18 July 2019 9:21 AM
To: Ravi Rajoo
Subject: RE: ACCIDENT INVOLVING SFH 6111K(AXA) AND SHC 3718H ALONG/AT SLIP RD FROM CMMWTH AVE WEST TOWARDS CLEMENTI AVE2 ON 09/06/2019

Hi Mr Ravindran,

Received with thanks.

We will proceed to resolve the matter at our best.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Ravi Rajoo <ravirajoo@ymail.com>
Sent: Tuesday, 16 July 2019 11:33 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING SFH 6111K(AXA) AND SHC 3718H ALONG/AT SLIP RD FROM CMMWTH AVE WEST TOWARDS CLEMENTI AVE2 ON 09/06/2019

Hi Hsiao Tong,
after the last time you had contacted me, I had gone to Borneo Motors and reported the accident (see attached). Borneo Motors should have the photo's also. Subsequently, I received a letter from the Traffic Police requesting we make a police report, and that was done also - see attached.

I understand my NCD will be affected because of this claim. Please call me at 96743634 if there's anything else I need to do.

Thanks

Ravindran Rajoo

On Wednesday, July 10, 2019, 2:04:51 PM GMT+8, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

10 JULY 2019

MR RAVINDRAN S/O M RAJOO / MR DANIEL DHARSHAN RAVINDRAN

Dear Sir/ Mdm

OUR REF : CC4/ASM19010286/K1pa3// S9M01Q6P

YOUR REF : SFH 6111K

ACCIDENT INVOLVING SFH 6111K(AXA) AND SHC 3718H ALONG/AT SLIP RD FROM CMMWTH AVE WEST TOWARDS CLEMENTI AVE2 ON 09/06/2019

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 COMFORTDELGRO ENGINEERING PTE LTD acting on behalf of the owner of SHC 3718H against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

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 chewht@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 cst@axa.com.sg 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 6742 3197 or chewht@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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