

Su Li (LKK Auto)

From: Su Li (LKK Auto)
Sent: Tuesday, 13 August 2019 4:35 PM
To: 'claims'
Cc: Admin A; Hsiao Tong (LKKAuto); transcab_avaclaims@ava-ins.com
Subject: RE: (Final Reminder) ACCIDENT INVOLVING SHD330G AND SMJ4816E ON 26/05/2019
ALONG/AT PARK ROYAL HOTEL LOBBY PICK UP POINT

Transcab Taxi
Singapore

13 August 2019

FINAL REMINDER

M/S TRANSCAB SERVICES PTE LTD-VIA EMAIL ONLY
NO.2 ANG MO KIO ST 63
SINGAPORE 569111

NG YEW KIM – BY POST
BLK 417 BUKIT BATOK WEST AVE 4
#09-298
SINGAPORE 650417

Dear Sir/Madam,

OUR REF: CC4/ASM19010502/Kpa3 // S9M01QJC
YR REF: SHD 330G
RE: ACCIDENT INVOLVING SHD 330G & SMJ 4816E ALONG/AT PARK ROYAL HOTEL LOBBY PICK UP POINT
ON 26/05/2019

We refer to our letters of 13/06/2019, 04/07/2019 and 16/07/2019 requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through at your reporting centre.

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

Please take note that we have already informed the **Traffic Police** of the non-reporting.

As you are aware, the owner of the vehicle SMJ 4816E has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by **21 August 2019**, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

Please take note that this is our final reminder.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 (Ext:119) Email: SuLi@lkkauto.com Fax: 67414108

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

From: Suwanna (LKK Auto) <Suwanna@lkkauto.com>

Sent: Tuesday, 16 July, 2019 4:45 PM

To: claims@transcab.com.sg

Cc: transcab_avaclaims@ava-ins.com; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: (2ND REMINDER) ACCIDENT INVOLVING SHD330G AND SMJ4816E ON 26/05/2019 ALONG/AT PARK ROYAL HOTEL LOBBY PICK UP POINT

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

16 JULY 2019

2ND Reminder

Transcab Taxi
Singapore

Dear Sir/Madam,

OUR REF : CC4/ASM19010502/Kpa3 // S9M01QJC

YOUR REF : SHD 330G

ACCIDENT INVOLVING SHD330G AND SMJ4816E ON 26/05/2019 ALONG/AT PARK ROYAL HOTEL LOBBY PICK UP POINT

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 claim from **ESTEEM PERFORMANCE PTE LTD** acting on behalf of the owner of **SMJ4816E** against your motor insurance policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. We would appreciate it if you could urgently file a report at approved reporting centre.

Meantime, Kindly provide your hirer's name & Mailing Address for our necessary action.

We also wish to advise that there is an excess of S\$5000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, we 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 10 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 **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)
- 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 / chewht@lkkauto.com 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), AXA 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 us at **Ms Chew Hsiao Tong (Case Handler) 6742 3197** or email us at chewht@lkkauto.com

Please quote the claim reference when you contact us that we can assist you more effectively.

Thank you.

Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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

From: Suwanna (LKK Auto)

Sent: Thursday, 4 July 2019 3:09 PM

To: claims@transcab.com.sg

Cc: transcab_avaclaims@ava-ins.com; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto)

<chewht@lkkauto.com>

Subject: (FIRST REMINDER) ACCIDENT INVOLVING SHD330G AND SMJ4816E ON 26/05/2019 ALONG/AT PARK ROYAL HOTEL LOBBY PICK UP POINT

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

04 JULY 2019

1st Reminder

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/ASM19010502/Kpa3 // S9M01QJC

YOUR REF : SHD 330G

ACCIDENT INVOLVING SHD330G AND SMJ4816E ON 26/05/2019 ALONG/AT PARK ROYAL HOTEL LOBBY PICK UP POINT

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As Insurers, we 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 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

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- Coloured photographs of damage to all vehicles involved (If any)
- 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 / chewht@lkkauto.com or deliver it by hand to AXA Customer Care Centre.

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Thank you.

Best Regards,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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