

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 17 September, 2019 5:37 PM
To: LIU Yiwen
Cc: Hsiao Tong (LKKAuto); Cecilia Chong (LKK Auto)
Subject: RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

Categories: HMK

Dear Yiwen,

Please send the chq payment directly to the claimant. Claimant's address as per IC.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: LIU Yiwen <yiwen.liu@axa.com.sg>
Sent: Monday, 16 September, 2019 1:57 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

Dear Mei Kwan,

Thank you for your email.

We acknowledge receipt of the DV.

We will issue \$1,000 as interim payment first and will release the balance upon receipt of the original invoices & Public Trustee's Approval.

Thank you.

Warmest regards,



LIU YIWEN

Claims (Litigation) Department

AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: yiwen.liu@axa.com.sg

Customer Care hotline: 1800-880 4888

www.axa.com.sg

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, September 16, 2019 11:58 AM

To: LIU Yiwen <yiwen.liu@axa.com.sg>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: [EXTERNAL] RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Yiwen,

DV signed enclosed.

As spoken previously, please issue payment \$1,000.00 first and to release the balance after the claimant submit all original invoice.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, 16 August, 2019 10:39 AM

To: LIU Yiwen <yiwen.liu@axa.com.sg>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Yiwen,

TP claimant agreed with offer of \$5000.00 all in.

We will send the original receipt with DV to your good office.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: LIU Yiwen <yiwen.liu@axa.com.sg>
Sent: Thursday, 8 August, 2019 10:40 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

Hi Mei Kwan,

For the Loss of Income claim, the claimant will need to submit to us:-

- Letter of employment stating salary of the claimant
- Notice of Assessment (IRAS) for the latest year
- Proof of Absence from the employers

Otherwise, we propose global sum \$5,000 (all-in) to expedite settlement of the matter.

Thank you.

Warmest regards,



LIU YIWEN

Claims (Litigation) Department
AXA Insurance Pte Ltd
8 Shenton Way, #24-01 AXA Tower, Singapore 068811
Email: yiwen.liu@axa.com.sg
Customer Care hotline: 1800-880 4888
www.axa.com.sg

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, August 7, 2019 1:43 PM
To: LIU Yiwen <yiwen.liu@axa.com.sg>
Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: [EXTERNAL] RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Yi Wen,

We refer to the above matter.

Attached here with the supporting docs from the TP claimant, Saundara Murugan.

FYI,

DATE CONSULTATION	INVOICE NO	AMOUNT (\$)
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10/6/2019	5718863675H-00001	372.60
13/6/2019	5718868009I-00001	122.00
19/6/2019	5718868128A-00001	63.00
19/6/2019	5718868088I-00001	39.00
24/6/2019	5718876625B-00001	39.50
24/6/2019	KTPH3350398	3.95
9/7/2019	5718876625B-00002	31.00
23/7/2019	5718868128A-00002	61.00
total		732.05

For your approval / instruction please.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: LIU Yiwen <yiwen.liu@axa.com.sg>

Sent: Thursday, 1 August, 2019 1:19 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

Dear Mei Kwan,

Thank you for your email.

For Claimant, M Kumar:

- Loss of Income claims are subject to strict proof. Hence, we will need the claimant to provide:-
 - o Notice of Assessment (IRAS) for the latest year
 - o Proof of Absence from the employers

For Claimant, Saundara Murugan:

- We will take over conduct and we have no objections to the Medical Invoices submitted.

You can contact me directly at 68808725.

Thank you!

Warmest regards,



LIU YIWEN

Claims (Litigation) Department
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Email: yiwen.liu@axa.com.sg

Customer Care hotline: 1800-880 4888

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, July 30, 2019 3:51 PM

To: LIU Yiwen <yiwen.liu@axa.com.sg>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Yiwen,

Please refer to the enclosed email.

We have received another email from SMRT and enquiry on injury pertaining to the above accident.

Kindly assist.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: TAN Jas <jas.tan@axa.com.sg>

Sent: Friday, 26 July, 2019 4:54 PM

To: LIU Yiwen <yiwen.liu@axa.com.sg>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

Hi Yiwen,

Please assist. Thanks.

Regards

*Please note we have terminated our fax-line. Hence, please send in your correspondences to our two common mail boxes instead. For OD/TP survey, send it to motor.survey@axa.com.sg and other correspondences send it to motor.doc@axa.com.sg, thanks.

Jas Tan | Snr Specialist, Motor Claims Department

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

Email: jas.tan@axa.com.sg

Customer Care No. 1800 8804741



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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, July 26, 2019 4:24 PM

To: TAN Jas <jas.tan@axa.com.sg>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: FW: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC // AXA REF: S9M01QB8

Importance: High

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Jas,

We refer to the above matter.

Please be informed the passenger is asking the compensation as follows:

These are the documents for the absence to work.

The other costs incurred are:

Cost of transport: \$40 (to and fro hosp abt 4times)

Loss of income for the 6days:

\$400

Please let us have your further instruction / approval.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Sent: Friday, 26 July, 2019 4:18 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: Injury Claim; Accident involving SG1030U/Passenger & SJL2666K on 10.06.2019; BUS/06/19/1028/KC

Importance: High

Without Prejudice

Dear Mei Kuan,

As spoken, please refer to attached documents & our injured pax, Madam K Malar now is asking the compensation as follows:

These are the documents for the absence to work.

The other costs incurred are:

Cost of transport: \$40 (to and fro hosp abt 4times)

Loss of income for the 6days:

\$400

Please advise so that we can update the pax accordingly.

Thanks & Regards,

Karen Chan

Claims Department

Tel: 6556 3523

-----Disclaimer-----

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