



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

29 JULY 2019

CHEW YEW TEONG DONNEY
BLK 405C FERNVALE LANE
#21-103
SINGAPORE 793405

Dear Sir/ Mdm

OUR REF : CC3/ASM19011871/Kwb3 // S9M01SJU
YOUR REF : SLL 2600A
ACCIDENT INVOLVING SLL 2600A AND SHD 9963X ALONG/AT BESIDE ORCHARD
CENTRAL ROAD ON 29/06/2019

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 TRANS-CAB AUTO SERVICES PTE LTD acting on behalf of the owner of SHD 9963X against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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 vivianlau@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 Ms. Vivian Lau (LKK Handler) 6841 8625 or vivianlau@lkkauto.com Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,



Vivian Lau
Case Handler
DID: 6841 8625
FAX: 6741 4108
EMAIL: vivianlau@lkkauto.com

cc AXA INSURANCE PTE LTD



RE: CLAIM STATUS

Type

🔗 Question

Message

Hi, TP till date still no response. We will proceed to submit WP and temporary close the case at our end.

Thanks - CCL 09112020

Reply

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Tuesday, 13 October 2020 1:13 PM
To: Ng Wai Yin
Subject: RE: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Your ref: SHD 9963X
Our Ref: CC3/ASM19011871/Kgb3

Dear Sir/Madam,

ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019

We refer to the above matter.

Kindly check and advise if your client is still interested to pursue with his third-party claim against our principal M/s AXA Insurance Pte Ltd.

Please respond on the DV to be return within 10 days from the date of this e-mail. Otherwise, we shall have no other option but to submit our report to our principal for closure.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)
Sent: Monday, 7 September 2020 1:07 PM
To: Ng Wai Yin <waiyin.ng@transcab.com.sg>
Subject: RE: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

Dear Wai Yin,

Kindly follow up closely with your mgmt. on the approval.

As our principal is chasing for closure.

Many thanks

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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From: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Sent: Monday, 7 September 2020 12:09 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: RE: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

Dear Cecilia

Yes, but this case still pending for approval.

Will reply when this case was approve.

Thank You

Best Regards,

Ng Wai Yin

Finance Department

TEL: 6603 1265 Ext.308

*** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63

Singapore 569111

Tel: 6287 6666 Fax: 6287 7764

From: Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]

Sent: Friday, 4 September, 2020 6:49 PM

To: 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>

Cc: 'Jasmine Tan' <jasminetan@transcab.com.sg>

Subject: RE: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Your ref: SHD 9963X

Our Ref: CC3/ASM19011871/Kgb3

Dear Sir/Madam,

ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019

We refer to the above matter.

Kindly check and advise if your client is still interested to pursue with his third-party claim against our principal M/s AXA Insurance Pte Ltd.

Please respond within 10 days from the date of this e-mail. Otherwise, we shall have no other option but to submit our report to our principal for closure.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Thursday, 27 August 2020 5:18 PM

To: 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>

Cc: 'Jasmine Tan' <jasminetan@transcab.com.sg>

Subject: FW: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

FINAL REMINDER

WITHOUT PREJUDICE

Dear Wai Yin,

Thanks for your acceptance.

Kindly sign on DV as attached and email back to us (LKK).

Thanks.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

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Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

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Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Monday, 1 June 2020 2:07 PM

To: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Cc: 'Jasmine Tan' <jasminetan@transcab.com.sg>

Subject: FW: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

3RD REMINDER

WITHOUT PREJUDICE

Dear Wai Yin,

Thanks for your acceptance.

Kindly sign on DV as attached and email back to us (LKK).

Thanks.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Wednesday, 6 May 2020 4:54 PM

To: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Cc: Jasmine Tan <jasminetan@transcab.com.sg>

Subject: FW: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

2ND REMINDER

WITHOUT PREJUDICE

Dear Wai Yin,

Thanks for your acceptance.

Kindly sign on DV as attached and email back to us (LKK).

Thanks.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Tuesday, 21 January 2020 1:35 PM

To: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Cc: jasminetan@transcab.com.sg

Subject: RE: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***

WITHOUT PREJUDICE

Dear Wai Yin,

We are pleased to offer total amount of \$696.39 (all-in) as per your LOD based on 50/50.

Kindly sign on DV as attached and email back to us (LKK).

Thanks

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Friday, 8 November 2019 11:40 AM

To: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Cc: jasminetan@transcab.com.sg

Subject: RE: YOUR REF: AAD1907-024 (OUR REF: CC3/ASM19011871/Kgb3) *** ACCIDENT INVOLVING SLL 2600A & SHD 9963X ON 29/06/2019 ***