

Veron Chen (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Tuesday, 17 September 2019 6:37 PM
To: SUR
Subject: FW: [EXTERNAL] Re: Re: YN5078Z DOA: 08.08.2019

CS/ASM19014457/Gvd3

-----Original Message-----

From: CST <cst@axa.com.sg>
Sent: Monday, 16 September, 2019 8:36 PM
To: automim.claim@gmail.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [EXTERNAL] Re: Re: YN5078Z DOA: 08.08.2019

Dear Jacyne

Thank you for your email.

Our claim officer have reply an email to you on 13/09/2019.

Hope their reply have answer your enquiry, please contact us again if you need any further assistance.

Jerry He Zheng Xian
Specialist, Customer care
AXA Insurance Pte Ltd
8 Shenton Way, #24-01 AXA Tower, Singapore 068811 Tel : 1800 880 4888 Fax : (+65) 6880 5501 www.axa.com.sg

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----- Original Message -----

From: automim.claim@gmail.com
Sent: 12/09/2019
To: cst@axa.com.sg
Subject:[EXTERNAL] Re: Re: YN5078Z DOA: 08.08.2019

Hi Jerry,

Heard from customer said the tender had closed. Any update for this? Please advise.

Thank you.

Regards,
Jacyne

On Sat, Sep 7, 2019 at 4:08 PM CST <cst@axa.com.sg> wrote:

> Dear Jacyne
>

> Thank you for your reply.
>
> Our claim officer and surveyor is still in the mist of checking.
>
> In view vehicle damages is bad and causing by fire, they will required
> more time to justify the damages and confirming the value of the vehicle.
>
> We will forward to our claim officer and have the case escalated.
>
> Hope these information helps and please contact us again if you need
> any further assistance.
>
> Jerry He Zheng Xian
> Specialist, Customer care
> AXA Insurance Pte Ltd
> 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 Tel : 1800 880 4888
> Fax : (+65) 6880 5501 www.axa.com.sg
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> ----- Original Message -----
> From: automim.claim@gmail.com
> Sent: 04/09/2019
> To: cst@axa.com.sg
> Subject:[EXTERNAL] Re: YN5078Z DOA: 08.08.2019
>
> Hi Jerry,
>
>
>
> Any update for this claim? As customer make noise ady. Please advise asap.
>
>
>
> Thank you.
>
>
>
> On Mon, Sep 2, 2019 at 9:10 PM CST <cst@axa.com.sg> wrote:
>
>
>
>> Dear Jacyne
>
>>
>
>> Thank you for your email and apologize for the late reply.
>
>>
>

>> We have forward your request to our claim officer and they will
>> response
>
>> to you soon.
>
>>
>
>> Please contact us again if you need any further assistance.
>
>>
>
>> Jerry He Zheng Xian
>
>> Specialist, Customer care
>
>> AXA Insurance Pte Ltd
>
>> 8 Shenton Way, #24-01 AXA Tower, Singapore 068811
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>> Tel : 1800 880 4888
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>> Fax : (+65) 6880 5501
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>>
> https://urldefense.proofpoint.com/v2/url?u=http-3A__www.axa.com.sg&d=DwIBaQ&c=Z96x8jGkxccf5DH9xuHxeg&r=x4uBbPytZhNG1pVi1nEXLg&m=yb8y5gaF24K6doMuyAfvtcKN0dcfkf7mHgktjomW3XA&s=IE_RM27jCwc-8alqe7eX3zqUpo6D-co681byndRu_v0&e=
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>> ----- Original Message -----
>
>> From: automim.claim@gmail.com
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>> Sent: 26/08/2019
>
>> To: cst@axa.com.sg
>
>> Subject:[EXTERNAL] YN5078Z DOA: 08.08.2019
>

>>
>
>> Hi Krystal,
>
>>
>
>> As per our conversation, please advise what is the lowest bid price
>> of
>
>> repair for this vehicle. We can repair if able to match it.
>
>>
>
>> Thank you.
>
>>
>
>> Regards,
>
>> Jacyne
>
>>
>
>> --
>
>> *AIM*
>
>> tel: 91198371
>
>>
>
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>
>> Jerry He Zheng Xian

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AIM
tel: 91198371

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