



Service Request Details

Claim

S9M01YUN

Reference

CC3/ASM19015294/Kpa3 

Loss Date

25 August 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Report Date

29 Aug 2019 4:31:26 PM

Request Date

29 August 2019

Due Date

29 August 2020

Services

Pending verification - Direct Settlement

Actions

Next Step

PAST DUE: Report that your work is blocked, and modify the Expected Completion Date.

Complete Work



Vehicle Information

Incident Vehicle Registration #
SHD208C

Make
TPVD RENAULT

Model
LATITUDE-2.0 L (A)

Service Address

, , ,

Primary Contact/Insured

KO KHENG HWA
30 MOUNT ELIZABETH, #10-34, 228519, Singapore
96778778

Claim Handler

TEO Kitty

kitty.teo@axa.com.sg

Additional Instructions
NON-REPORTED

Messages2

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

TYPE





SUBJECT

Re:RE: Please advise status of claim

BODY

Hi Hsiao Tong You may close file first as tp di...

TYPE

23/7/21 12:05 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: Please advise status of claim

BODY

Hi, We have further reviewed the matter and accord...

TYPE

12/5/21 4:58 PM

FROM

TEO Kitty

SUBJECT

Please advise status of claim

BODY

*

TYPE

1/7/20 2:19 PM

FROM

TEO Kitty

SUBJECT

OI has reported the accident

BODY

Hi Hsiao Tong, Please get your surveyor to do mea...

TYPE

24/6/20 2:43 PM

FROM

TEO Kitty

SUBJECT

Re:RE: Urgent - Pls reject TP and upload the rejection letter/email.

BODY

Hi Hsiao Tong, Received with thanks.



SENT 24/6/20 11:20 PM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT **RE: Urgent - Pls reject TP and upload the rejection letter/email.**

BODY Hi, I have uploaded a copy of rejection email in S...

TYPE

SENT 24/6/20 11:45 AM

FROM TEO Kitty

SUBJECT **Urgent - Pls reject TP and upload the rejection letter/email.**

BODY *

TYPE

SENT 24/6/20 10:55 AM

FROM TEO Kitty

SUBJECT **Re:RE: NR LETTERS, AR REGISTERED - URGENT**

BODY Hi Hsiao Tong, I just found out the non reporting...

TYPE

SENT 24/6/20 10:38 AM

FROM TEO Kitty

SUBJECT **Re:RE: NR LETTERS, AR REGISTERED - URGENT**

BODY Hi Hsiao Tong, Do you know that all our reminder ...

TYPE

SENT 24/6/20 10:01 AM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT **RE: NR LETTERS, AR REGISTERED - URGENT**

BODY Hi, yes. We did send out final reminder letter (AR...



TYPE?

SENT23/6/20 3:24 PM

FROMTEO Kitty

SUBJECT**NR LETTERS, AR REGISTERED - URGENT**

BODYHi Hsiao Tong, Did you send AR Registered letters...

TYPE?

SENT22/6/20 11:57 AM

FROMTEO Kitty

SUBJECTOI NR, we will seek approval to repudiate

BODY*

TYPE?

SENT11/6/20 9:34 AM

FROMTEO Kitty

SUBJECT**Re:RE: Re:RE: Re:RE: Re:OI NOT REPORT**

BODYHi Hsiao Tong Received with thanks.

TYPE?

SENT11/6/20 8:26 AM

FROMLKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT**RE: Re:RE: Re:RE: Re:OI NOT REPORT**

BODYHi Kitty, I have informed OI to lodge report by 19...

TYPE?

SENT10/6/20 2:59 PM

FROMTEO Kitty

SUBJECT**Re:RE: Re:RE: Re:OI NOT REPORT**



TYPE?

SENT10/6/20 2:57 PM

FROMTEO Kitty

SUBJECT**Re:RE: Re:RE: Re:OI NOT REPORT**

BODYHi Hsiao Tong, In this case, please inform insd t...

↩

TYPE?

SENT10/6/20 2:41 PM

FROMLKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT**RE: Re:RE: Re:OI NOT REPORT**

BODYHi Kitty, as per our tele-conversation earlier, we...

↩

TYPE?

SENT8/6/20 5:09 PM

FROMTEO Kitty

SUBJECT**Re:RE: Re:OI NOT REPORT**

BODYHi Hsiao Tong, Did you inform insured to make the...

↩

TYPE?

SENT12/5/20 2:34 PM

FROMTEO Kitty

SUBJECT**Re:RE: Re:OI NOT REPORT**

BODYHi Hsiao Tong, CB will end 1st june. Pls call ins...

↩

TYPE?

SENT28/4/20 11:29 AM

FROMLKK AUTO CONSULTANTS PTE LTD (TP)



TYPE



SENT

28/4/20 9:24 AM

FROM

TEO Kitty

SUBJECT

Re:OI NOT REPORT

BODY

Hi May i know did you call our insured?



TYPE



SENT

12/4/20 5:24 PM

FROM

TEO Kitty

SUBJECT

OI NOT REPORT

BODY

Hi Hsiao Tong, OI still no report yet, please mak...



TYPE



SENT

3/4/20 12:08 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: FINAL REMINDER LETTER

BODY

Hi Kitty, I will send out the final reminder by ne...



TYPE



SENT

31/3/20 11:55 PM

FROM

TEO Kitty

SUBJECT

FINAL REMINDER LETTER

BODY

Hi Hsiao Tong Have you send the final reminder le...



TYPE



SENT

24/3/20 4:49 PM

[ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]

BODY

Hi Hsiao Tong NR, please follow up with final rem...



TYPE



SENT

24/3/20 1:54 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: Re:RE: Re:RE: Re:<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]

BODY

Hi, Kindly advise if insured had lodge the report....



TYPE



SENT

19/3/20 7:54 PM

FROM

TEO Kitty

SUBJECT

Re:RE: Re:RE: Re:<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]

BODY

Hi Hsiao Tong Please make a courtesy call to insu...



TYPE



SENT

6/3/20 11:02 AM

FROM

TEO Kitty

SUBJECT

Re:RE: Re:RE: Re:<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]

BODY

Hi Hsiao Tong, I have called Mr Ko, he will make ...



TYPE



SENT

5/3/20 10:51 AM


FROM

LKK AUTO CONSULTANTS PTE LTD (TP)




Hi Kitty, AS per instruction, I have managed to co...




TYPE 
SENT 13/2/20 4:04 PM
FROM TEO Kitty
SUBJECT **Re:RE: Re:<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]**
BODY Hi Hsiao Tong OI/driver need to file gia report f...












TYPE 
SENT 13/2/20 3:58 PM
FROM TEO Kitty
SUBJECT **Re:RE: Re:<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]**
BODY Hi Hsiao Tong, Insured/driver still need to file ...



TYPE 
SENT 22/1/20 5:02 PM
FROM LKK AUTO CONSULTANTS PTE LTD (TP)
SUBJECT **RE: Re:<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]**
BODY Hi Kitty, we have reviewed the matter. It is unlik...



TYPE 
SENT 31/10/19 11:01 AM
FROM TEO Kitty
SUBJECT **Re:<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]**
BODY Hi Hsiao Tong Please advise could have OI veh cau...

TYPE		
SENT	31/10/19 10:40 AM	
FROM	LKK AUTO CONSULTANTS PTE LTD (TP)	
SUBJECT	<SEEK INSTRUCTION> S9M01YUN [ACCIDENT INVOLVING ES 8183T(OI) & SHD 208C(TP) ON 25/08/2019]	
BODY	Hi, our insured did not recall of any accident on ... 	
<hr/>		
TYPE		
SENT	23/10/19 4:03 PM	
FROM	TEO Kitty	
SUBJECT	Pls call & Whataspp OI @ 96778778	
BODY	Hi Please screenshot the whatsapp and upload in S... 	
<hr/>		
TYPE		
SENT	23/10/19 4:01 PM	
FROM	TEO Kitty	
SUBJECT	OI NR AS @ 23.10.19	
BODY	Hi How come your Reminder letters didn't put AR R... 	
<hr/>		
TYPE		
SENT	2/10/19 12:35 AM	
FROM	TEO Kitty	
SUBJECT	OI NR, PLEASE FOLLOW UP	
BODY	* 	
<hr/>		
TYPE		
SENT	24/9/19 11:28 PM	
FROM	TEO Kitty	



TYPE



SENT

6/9/19 11:12 AM

FROM

TEO Kitty

SUBJECT

Non reporting as at 06.09.19, please follow up

BODY

*



TYPE



SENT

5/9/19 2:53 PM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: Can't view TP video, please re-upload. Thanks.

BODY

Hi, Done. Hsiao Tong - 05 Sept 2019



TYPE



SENT

5/9/19 2:14 PM

FROM

TEO Kitty

SUBJECT

Can't view TP video, please re-upload. Thanks.

BODY

*



TYPE



SENT

5/9/19 2:13 PM

FROM

TEO Kitty

SUBJECT

Non reporting till date, please follow up.

BODY

*



TYPE



SENT

30/8/19 8:37 AM



BODY

*



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 24 June 2020 1:24 PM
To: 'jasminetan@transcab.com.sg'; Ng Wai Yin; claims@transcab.com.sg
Cc: Admin A
Subject: <Rejection> Your Ref: AAD1908-198 (SHD 208C) *Our Ref: CC3/ASM19015294/Kpa3 [ACCIDENT INVOLVING ES 8183T(AXA) AND SHD 208C ON 24/08/2019]

Your Ref: **AAD1908-198 (SHD 208C)**
Our Ref: CC3/ASM19015294/Kpa3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING ES 8183T(AXA) AND SHD 208C ON 24/08/2019

We refer to the above matter.

Please be informed that our insured did not lodge any accident up-to-date as our insured did not recall of any accident on 25/08/2019. From your client video, we are unable to see any impact/ jerk on your client's taxi. Furthermore, we are of the view that it is unlikely that our insured vehicle caused the damages on the lower bumper of your client vehicle while turning.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

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,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)



POSTING RECEIPT FOR REGISTERED ARTICLE(S)

Singapore Post Limited
(Reg. No. 199201623M)
10 Eunos Road 8
#06-30 Singapore Post Centre
Singapore 408600

Tel: 1605
Fax: 6942 5114
To check delivery status or to make an enquiry
on your registered article(s) please visit
www.singpost.com

NOTES: a) Separate forms are to be used for Insured and Non-Insured Registered Article.

b) Please provide all information required and produce this receipt for all enquiries.

c) * Please tick where applicable. It shall be assumed no Advice of Receipt (A/R) is requested if delivery by air is requested if relevant * is left blank.

d) Please indicate the return address on the item(s) to ensure prompt return in event of non-delivery to the addressee(s).

e) Please post item(s) at the post office counter according to the sequence stated below.

1. Name & Address of Addressee

EO HENG HWA

30 Mount Eli ZABITH

#10-34

Singapore 228514

(ES 81837)

For Official Use Only
(Item numbers are printed in order of posting at counter)

2. Name & Address of Addressee

AR* : () Y () N	BY* : () AIR () SUR
Insurance* : () Y SS () N	
Contents:	
AR* : () Y () N	BY* : () AIR () SUR
Insurance* : () Y SS () N	
Contents:	

Sender's Agreement

I have read, understood and agreed to the terms and conditions of posting overleaf. I accept the maximum liability payable for Registered Mail Service and certify that all information provided by me is true and the item(s) does not contain any hazardous or prohibited item(s).

Name & Signature

Date

P116

09/2014



MPR-02119270005539



MacPherson Road
Singapore Post Limited
10 Eunos Road 8
Singapore Post Centre
Singapore 408600

GST Reg. No. : M2-0105651-9
Customer Service Hotline: 1605

Date/Time 27/9/2014 10:35
No. Description

Amount(S\$)

1	Accept Registered Article Item	0.00
1.	Ref: RC282585871SG Ctry : SG	
	Transaction No.: 8135192700043	
2.	Ref: RC282585885SG Ctry : SG	
	Transaction No.: 8135192700044	
3.	Ref: RC282585899SG Ctry : SG	
	Transaction No.: 8135192700045	
4.	Ref: RC282585908SG Ctry : SG	
	Transaction No.: 8135192700046	
5.	Ref: RC282585911SG Ctry : SG	
	Transaction No.: 8135192700047	
6.	Ref: RC282585925SG Ctry : SG	
	Transaction No.: 8135192700048	
7.	Ref: RC282585939SG Ctry : SG	
	Transaction No.: 8135192700049	

5	Sale of Postage Label (Domestic)	2.54
	Quantity: 1	
	Unit price: 2.54	
	Total GST: 0.17	
	Ref.: RC282585908SG	
	Insurance: 0.00	
	Postage paid: 2.54	
	Transaction No.: 8135192700050	

6	Sale of Postage Label (Domestic)	2.54
	Quantity: 1	
	Unit price: 2.54	
	Total GST: 0.17	
	Ref.: RC282585911SG	

Insurance: 0.00
Postage paid: 2.54
Transaction No.: 8135192700050

7	Sale of Postage Label (Domestic)	2.54
	Quantity: 1	
	Unit price: 2.54	
	Total GST: 0.17	
	Ref.: RC282585925SG	
	Insurance: 0.00	
	Postage paid: 2.54	
	Transaction No.: 8135192700050	

8	Sale of Postage Label (Domestic)	2.54
	Quantity: 1	
	Unit price: 2.54	
	Total GST: 0.17	
	Ref.: RC282585939SG	
	Insurance: 0.00	
	Postage paid: 2.54	
	Transaction No.: 8135192700050	

Total GST 1.19
Total Amount 17.78

Cash 17.78

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(HT)

POSTING FORM FOR REGISTERED SERVICE

- NOTES :**
- (a) Please provide all information required and produce this form and receipt for all enquiries.
 - (b) *Please tick where applicable. Item(s) shall be assumed to be S\$0 in value if 'Value' field is left blank.
 - (c) Please indicate the return address on the item to ensure prompt return in event of non-delivery to the addressee.

Name & Address of Addressee

Ko Kheng Hwa
30 Mount Elizabeth
#10-3F
(S) 228519 (ES8183T)

Local / Overseas Posting (Delete Accordingly)

Type : ☐ Package (Overseas Only)
☒ Letters / Printed Papers

AR* : () Y () N

Value :

Contents:

Insurance: S\$

Sender's Agreement

- I have read, understood and agreed to the terms and conditions of posting overleaf.
- I certify the all the information provided by me is true and the item(s) does not contain any hazardous or prohibited items.
- I have read understood and agreed to the terms and conditions of posting overleaf, in accordance to the T&Cs of the Registered Service.
- Compensation for loss or damaged item send via Registered Service shall in no event exceed S\$68 or commercial value of item declared, whichever is lower. Compensation will not be payable on cash vouchers, cheques or other paper based items which may be represented as monetary value.

Name & Signature

Date

P116

11/2019



MPR-03120097023393

MacPherson Road
Singapore Post Limited
10 Eunos Road 8
Singapore Post Centre
Singapore 408600
GST Reg. No. : M2-0105651-9
Customer Service Hotline: 1605



Date/Time 6/4/2020 10:03
No. Description

Amount(S\$)

0.00

1 Accept Registered Service

1. Ref: RC2827439215G Ctry : SG
Transaction No.: 8024200970039
2. Ref: RC2827439355G Ctry : SG
Transaction No.: 8024200970040

2.54

2 Sale of Postage Label

(Domestic)
Quantity: 1
Unit price: 2.54
Total GST: 0.17
Ref.: RC2827439215G
Insurance: 0.00
Postage paid: 2.54
Transaction No.: 8024200970041

2.54

3 Sale of Postage Label

(Domestic)
Quantity: 1
Unit price: 2.54
Total GST: 0.17
Ref.: RC2827439355G
Insurance: 0.00
Postage paid: 2.54
Transaction No.: 8024200970041

0.34

Total GST

5.08

Total Amount

5.08

NETS

Approval Code - 205621

RRN - 003854

Enjoy up to 3% cashback on eligible online and
retail spend with the Spree Credit Card.
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Sign up now at singpost.com/spreecard

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you. Please visit www.singpost.com for detailed
Terms and Conditions.