

**Vic (LKKAUTO)**

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**From:** Lee Chengjie <leechengjie@gmail.com>  
**Sent:** Sunday, 23 February, 2020 9:17 PM  
**To:** Vic (LKKAUTO)  
**Cc:** koh yiwen  
**Subject:** Enquiry on car insurance claims

Dear Mr Jasper Chua,

Ref: CC4/ASM19021514/Agb3

I have difficulty understanding the letter that was sent to me (dated 17 Feb 2020), which is full of technical legalese.

What is a 'loss adjuster'?

Who is 'HUA MENG'?

Why would I 'not be seeking the protection of my policy'? What benefit does that serve me?

I have already reported the accident on 4 Dec 2019 at an AXA-approved reporting centre, including the photos of the vehicles involved and the dashcam video footage. Why do I need to send documents to you again?

What is the cost of repairs that the owner of SGV 7143B is claiming for? Is it a very large sum? My car sustained no visible damage in the low-speed collision so please excuse my suspicion.

I will appreciate your answers to my queries.

I can be contacted by my mobile number 9137 2760.

Regards

Mr Lee Chengjie