

Joy Irene (LKK Auto)

From: Lynn Khong <lynn.khong@axa.com.sg>
Sent: Friday, 13 November, 2015 3:22 PM
To: Joy Irene (LKK Auto)
Cc: Admin A
Subject: RE: DS / P0906969 / C0311787 / OD SDZ980L / DOA: 28.07.2014 / TRANS-CAB SHD 9409E

Hi Joy,

Please submit your report and invoice.

Thank you.

Best Regards,

Lynn Khong

Motor Claims Executive

Motor Claims Department

6880 4741 (Option 3)

cst@axa.com.sg

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

Website : www.axa.com.sg



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Please consider the environment before printing this email

From: Joy Irene (LKK Auto) [mailto:JoyIrene@lkkauto.com]
Sent: Thursday, November 12, 2015 4:50 PM
To: Lynn Khong
Cc: Admin A
Subject: DS / P0906969 / C0311787 / OD SDZ980L / DOA: 28.07.2014 / TRANS-CAB SHD 9409E

Dear Ms. Lynn,

We refer to the above-subject.

We have surveyed TP vehicle on 30.07.2014 and have adjusted the cost of repairs to lump sum \$3,100.00 with 4 working days recommendation to repair after inspection.

As insured strongly disputed the claim, we provided a copy of the voice recording from the insured to TP on 27.11.2014.

It was recorded that TP driver admitted fault and we sent our enquiry to TP if their client is still to pursue TP claim however, to this date we receive no response from them.

Since there is no development from TP with regards to their TP claim, we will temporarily close this more than one (1) year outstanding file and submit our report to your good-office.

In future, if there is any development from TP, we will update and inform you for our further handling.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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From: Vale Oh [<mailto:Vale.Oh@axa.com.sg>]

Sent: Wednesday, 20 August, 2014 11:24 AM

To: Sharon Yee <sharonyee@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Vic <vicalpeh@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving SDZ980L (OI : AXA - TBA) & SHD9409E (TP : LKK REF - CC3/AXA14014454/Ksa3) on 28.07.2014

Importance: High

Hi all

Please note we had forwarded you the CCTV from Insured!

Please check and keep us posted on the above matter.

Best Regards

Vale Oh

A.Manager – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

vale.oh@axa.com.sg

DID: (65) 6880 4897

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Please consider the environment before printing this email

From: Sharon Yee [<mailto:sharonyee@lkkauto.com>]
Sent: Monday, August 18, 2014 2:31 PM
To: Vale Oh
Cc: Hsiao Tong; Vic; Admin-A (LKK Auto)
Subject: RE: Direct Settlement - Accident Involving SDZ980L (OI : AXA - TBA) & SHD9409E (TP : LKK REF - CC3/AXA14014454/Ksa3) on 28.07.2014
Importance: High

WITHOUT PREJUDICE

Dear Vale,

Further to the email below.

TP reported both parties were turning and OI encroached to her lane and accident happened.

OI reported that TP was in the extreme right lane and the lane meant to turn right only. However, TP went straight instead of turning right. Thus, accident happened.

We have contacted OI and she disputed liability. She have emailed us the video which was voice recording on the conversation between she and TP driver after they shifted the vehicles and stopped across the junction . (Please see attached). A copy of CD will courier to your office asap.

Meanwhile, we will try to get CCTV footage from Transcab if available for us to review.

In view of the above, kindly let us have your further instruction for our next course of action.

Thank you

*Best regards,
Sharon Yee
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Pk
S 408933
DID : 6749 4274
Fax : 6741 4108
Email : sharonyee@lkkauto.com*

From: Vale Oh [<mailto:Vale.Oh@axa.com.sg>]
Sent: Monday, 18 August, 2014 11:04 AM
To: Admin-A (LKK Auto); Vic; Hsiao Tong
Subject: FW: Direct Settlement - Accident Involving SDZ980L (OI : AXA - TBA) & SHD9409E (TP : LKK REF - CC3/AXA14014454/Ksa3) on 28.07.2014

Hi all

Further to Winnie's email of 06.08.14.

Please note insured has a copy of the video footage where TP admitted at fault. Please liaise with Insured before admitting any liability towards the TP's claim, tks.

Best Regards

Vale Oh

A.Manager – Motor Claims

AXA Insurance Singapore Pte Ltd

8 Shenton Way, #27-01 AXA Tower, Singapore 068811

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Please consider the environment before printing this email

From: Admin-A (LKK Auto) [<mailto:admin-a@lkkauto.com>]

Sent: Friday, August 01, 2014 8:48 AM

To: Winnie Ho Ping Ping; Tan Tiong Beng; Kitty Teo Poh Guek

Cc: KKLau; Sharon Yee

Subject: Direct Settlement - Accident Involving SDZ980L (OI : AXA - TBA) & SHD9409E (TP : LKK REF - CC3/AXA14014454/Ksa3) on 28.07.2014

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHD 9409E at M/s Trans-cab Auto Services Pte Ltd on 30.07.2014.

Enclosed herewith a copy of TP's GIA report , estimated cost of repair and preliminary advice for your perusal.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Sharon and she can be contacted at DID: 6749 4274

Thank You.

Best Regards,

Mei Kwan

LKK Auto Consultants Pte Ltd

DID: 6366 0055

FAX: 6741 4108

EMAIL: admin-a@lkkauto.com

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