

SKE 9898K

Dear Vale,

We had authorised based on the mandate given. Refer to attached email from AXA and LKK's email to Cycle.

We were unable to inform AXA on the final COR amount earlier due to the extensive damages caused by the fire and frequent changes of the estimation by Cycle. They ~~were only able to provide~~ ^{was} the correct parts and pricing ^{after the} until repair completed. ~~had only~~

Upon receipt of final estimate, surveyor had to check and verify the parts claimed and make additional trips to the workshop after the completion of repairs to physically check the damaged parts vs the parts breakdown in the final estimate.

* Most of the damaged parts were ~~burned~~ burned beyond recognition, hence the prolonged inspection times.



Re: RE: Re: IA SUBMITTED FOR SKE 9898K

Type

 Information

Message

Hi Veron Am I right to say, you end had authorised the amount without seeking on the mandate? Or C&C had proceeded without any confirmation from your end? Pls advise urgently as C&C is chasing us on the payment, thank you.

- ① We had authorised based on ^{the mandate} ~~you the~~ given. ^{Reply} Rep
to attached email from AXA. And LKK's email to
cycle.
- ② We



RE: Re: IA SUBMITTED FOR SKE 9898K

Type

Information

Message

Dear Vale, For this case, Cycle provided a total of 3 different estimates during the repair process with items and pricing different each time. According to our surveyor, Cycle themselves were unfamiliar with this vehicle model and were unsure of the items and prices till after the completion of repair. This is reflected in the long duration of repair. (over one year). Best and Regards, Veron.



Inform Hxvt on the
inform

Reply

We were unable to ~~seek approval on the~~ ^{Additional} COR amount ~~estimated~~ earlier due to the following reasons:-

- changes in estimates during the repair process. Cycle unable to provide the correct parts and pricing until repairs completed.
- upon receipt of final estimate, surveyor had to check and verify the parts claimed. claimed against the photos ~~taken which required additional three trips to the w/shop~~ ^{to the w/shop} and make ~~to the w/shop~~ ^{after the completion of repairs.} Additional trips ~~were required to~~ ^{to physically check} the damaged parts vs the ~~list in the~~ ^{parts breakdown} in the final estimate.



Re: IA SUBMITTED FOR SKE 9898K

Type

Information

Message

Hi Veron Pls advise why no advise on additional items incur? In addition, we have not authorised the amount! Pls write in officially, thank you-VO

R —

Reply

For this case, Cycle provided a total of 3 different estimates during the repair process ~~with with the final one~~ ~~they were~~ with items and price pricing different ~~at each~~ each time. According to our survey, Cycle ~~th~~ themselves were unfamiliar with this ^{vehicle} model ~~vehicle~~ and were unsure of the ~~repair~~ items and prices. till after ~~the~~ the completion of repair. This is reflected in the long duration of ~~repair~~ ^{repair} (over one year).

* Our survey ~~also~~ ^{also} needed additional time verifying the items ^{listed} ~~in~~ in the final estimate. ~~and the amount is~~ ^{with Cycle}



Re: RE: Re: IA SUBMITTED FOR SKE 9898K

Type

Information

Message

Hi Veron Refer to your msg. Well, back to our questions, why never get approval from us on the additional items?-VO

June AFA June 2021^{LOD-}
Hv June seek final mandate
5 date delay.

Reply

Veron Chen (LKKAUTO)

From: OH Vale <vale.oh@axa.com.sg>
Sent: Wednesday, 1 July 2020 4:43 PM
To: Bryan Ang (LKKAUTO)
Cc: Veron Chen (LKKAUTO)
Subject: RE: SKE9898K Own Policy Claim SOM02MH6
Attachments: REPORT.pdf

Hi Bryan & Veron

Thank you for your report.

Please proceed to authorize the repair if consistent/within the limit, tks!

Best Regards

Vale Oh/A.Manager – Motor Claims
AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg
vale.oh@axa.com.sg
Customer Care No. 1800 8804888

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From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Wednesday, July 1, 2020 3:19 PM
To: OH Vale <vale.oh@axa.com.sg>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: [EXTERNAL] RE: SKE9898K Own Policy Claim SOM02MH6

Dear Vale

Attached is my report into the cause of fire.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: OH Vale <vale.oh@axa.com.sg>
Sent: Wednesday, 1 July 2020 2:06 PM
To: Alan Quek <alan.quek@cyclecarriage.com.sg>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: SKE9898K Own Policy Claim SOM02MH6

Dear Alan

SMART SMART claim authorized
date 4:41 pm
01/07/2020

We will get back to you once we are in receipt of the fire investigation report from LKK.

Best Regards

Vale Oh/A.Manager – Motor Claims

AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg

vale.oh@axa.com.sg

Customer Care No. 1800 8804888

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From: Alan Quek <alan.quek@cyclecarriage.com.sg>

Sent: Wednesday, July 1, 2020 12:05 PM

To: OH Vale <vale.oh@axa.com.sg>; admin-a@lkkauto.com; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: [EXTERNAL] RE: SKE9898K Own Policy Claim SOM02MH6

Good Morning Vale,

May I know this car authorise to repair? Thank you.

Your Sincerely

Alan Quek

Service Advisor

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272

Website: www.mercedes-benz.com.sg



From: OH Vale [<mailto:vale.oh@axa.com.sg>]

Sent: Thursday, 25 June 2020 8:17 AM

To: admin-a@lkkauto.com; Bryan Ang (LKKAuto)

Cc: Alan Quek

Subject: FW: SKE9898K Own Policy Claim SOM02MH6

This email was sent from outside of your organisation

Hi Brian

Refer to our phone conversation yesterday, may we know if you have surveyed the vehicle at C & C?

Best Regards

Vale Oh/A.Manager – Motor Claims
AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg
vale.oh@axa.com.sg
Customer Care No. 1800 8804888

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From: ANG Yvonne
Sent: Wednesday, June 24, 2020 4:30 PM
To: OH Vale <vale.oh@axa.com.sg>
Cc: Alan Quek <alan.quek@cyclecarriage.com.sg>
Subject: RE: SKE9898K Own Policy Claim SOM02MH6

Hi Vale

Please assist. Thanks

Regards



Yvonne Ang | Assistant Manager, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
Customer Care No. 1800 8804888

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From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Wednesday, June 24, 2020 4:24 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>
Cc: ANG Yvonne <yvonne.ang@axa.com.sg>; ANG Yvonne <yvonne.ang@axa.com.sg>
Subject: [EXTERNAL] RE: SKE9898K Own Policy Claim

Dear Officer,

Car is still in our workshop, kindly arrange for survey. Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



 Please consider the environment before printing this e-mail.



From: Alan Quek
Sent: Tuesday, 23 June 2020 5:38 PM
To: MOTOR.SURVEY@AXA.COM.SG
Subject: RE: SKE9898K Own Policy Claim

Dear Officer,

Car is still in 188 Pandan Loop Cycle & Carriage, kindly arrange for survey. Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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From: Alan Quek
Sent: Monday, 22 June 2020 1:01 PM
To: 'MOTOR.SURVEY@AXA.COM.SG'
Subject: SKE9898K Own Policy Claim

Dear Officer,

Car is in 188 Pandan Loop Cycle & Carriage, kindly arrange for own policy claim survey. Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
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Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 7 July 2020 2:56 PM
To: Alan Quek; SUR
Subject: FW: SKE9898K Own Policy Claim S0M02MH6

Dear Alan,

As spoken re-forward email.

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,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 1 July 2020 5:04 PM
To: Alan Quek (alan.quek@cyclecarriage.com.sg); SUR <sur@lkkauto.com>
Subject: RE: SKE9898K Own Policy Claim S0M02MH6

Dear Alan,

As instructed by our client , please proceed to repair the **insured vehicle SKE 9898K, Not Exceeding Nett Value \$62,000 or whichever lower,(Excess \$700/-).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Once dismantle to call LKK for resurvey.

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,

Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: OH Vale <vale.oh@axa.com.sg>
Sent: Thursday, 25 June, 2020 8:17 AM
To: Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: Alan Quek <alan.quek@cyclecarriage.com.sg>
Subject: FW: SKE9898K Own Policy Claim S0M02MH6

Hi Brian

Refer to our phone conversation yesterday, may we know if you have surveyed the vehicle at C & C?

Best Regards

Vale Oh/A.Manager – Motor Claims
AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg
vale.oh@axa.com.sg
Customer Care No. 1800 8804888

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Subject: RE: SKE9898K Own Policy Claim S0M02MH6

Hi Vale

Please assist. Thanks

Regards



Yvonne Ang | Assistant Manager, Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
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Cc: ANG Yvonne <yvonne.ang@axa.com.sg>; ANG Yvonne <yvonne.ang@axa.com.sg>
Subject: [EXTERNAL] RE: SKE9898K Own Policy Claim

Dear Officer,

Car is still in our workshop, kindly arrange for survey. Thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
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Website: www.mercedes-benz.com.sg



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To: MOTOR.SURVEY@AXA.COM.SG
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Service Advisor
Mercedes-Benz Body Care & Repair Center
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Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg

From: Alan Quek
Sent: Monday, 22 June 2020 1:01 PM
To: 'MOTOR.SURVEY@AXA.COM.SG'
Subject: SKE9898K Own Policy Claim

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Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
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