

## Veron Chen (LKKAUTO)

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**From:** OH Vale <vale.oh@axa.com.sg>  
**Sent:** Tuesday, 7 July 2020 11:08 AM  
**To:** Bryan Ang (LKKAUTO); Veron Chen (LKKAUTO)  
**Cc:** TEE Lee Green; YEE Dorothy; LOZADA Joycelyn  
**Subject:** FW: Email from frontier-wealth SOM02MH6 / GA385315 / SKE9898K / 15/04/2020  
**Attachments:** SL batt module damaged 1 (1).jpeg; SL batt module damaged 2 (1).jpeg

Hi Bryan/Veron

Please note on the email below from Insured written to C & C and do follow up with the workshop, thanks

Best Regards

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

From: Nova Lontok <nova.lontok@axa.com.sg>  
Sent: Tuesday, July 7, 2020 10:56 AM  
To: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>  
Subject: Email from frontier-wealth SOM02MH6 / GA385315 / SKE9898K / 15/04/2020

Dear CH,

Please see below the email from frontier-wealth and their attached documents.

For your review.

Thank you,  
Nova Lontok - AXA GI CST

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

From: Augustine Lee [augustine@frontier-wealth.com]  
Sent: 07/07/2020 09:47  
To: cst@axa.com.sg  
Subject: [EXTERNAL] Re: SKE9898K Policy number VA1 / GA385315

Dear Sir / Madam

Attached are pictures of the damaged items that could be a possible cause of the fire.

Mr Ang reported the incident to Headquarters in Germany and they referred his email to the Singapore distributor C&C to investigate the matter

\*Mr Ang suggested that the surveyor or adjuster should keep the old parts which have been replaced for future investigation.\*

regards

----- Original message -----

From: Cycle And Carriage Support

<customerassistancecentre@cyclecarriage.com.sg

<mailto:customerassistancecentre@cyclecarriage.com.sg>>

Date: 22/04/2020 6:08 pm (GMT+08:00)

To: trendyworkshop88@yahoo.com.sg <mailto:trendyworkshop88@yahoo.com.sg>

Subject: SKE9898K: Our Reference: 1-27191346758 [ ]

Dear Mr Ang Boon Hock

We refer to the email received on 22nd April 2020 addressed to our principal, Daimler AG.

Please be informed that as an authorized dealer for Mercedes Benz vehicles in Singapore, we are solely responsible for all sales and service matters pertaining to Mercedes Benz vehicles in Singapore.

As such, the matter has been forwarded to us for our necessary reply.

Should you need assistance from us to arrange for a tow, do let us know via email or alternatively, you may contact us at 6471 9111 for the vehicle to be towed to our Pandan Loop Service Centre for further investigations.

We look forward to receiving your reply.

Yours sincerely,

Julius Ang

Customer Assistance

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Augustine Lee

Chief Executive Officer

Frontier Wealth Management Pte Ltd

Tel: 65-6238 0080

Fax: 65-6238 0010

Mobile: 65-9786 0767

Address:

51 Goldhill Plaza, #18-08

Singapore 308900

Co. Reg. No. 199904727E

Website: [www.frontier-wealth.com](http://www.frontier-wealth.com)

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For information on our company, you are advised to visit our website or obtain a copy of our corporate brochure from us.

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Nova Lontok | Specialist, GI Call Centre AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)

Email: [customer.care@axa.com.sg](mailto:customer.care@axa.com.sg)

Phone: 1800 880 4888 (Within Singapore) / (65) 6880 4888 (International)

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