

## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Thursday, 4 February 2021 12:35 PM  
**To:** OH Vale  
**Cc:** filenet-ctom-p-sg  
**Subject:** [LOD] RE: S8M006YA\_VO\_CNB\_We\_ Enquiry // ACCIDENT INVOLVING SJF3948X (AXA) AND SLL 9162B (CNB) ON 09/  
**Attachments:** SUPP DOCS.pdf

**M/s AXA INSURANCE PTE LTD**

### Attn: The Motor Claims Department

Dear Sir,

### **ACCIDENT INVOLVING SLL 9162B (QX 1320S) AND SJF 3948X ON 09/01/2018**

We refer to the above matter.

We have been appointed by CNB as claims adjuster to handle all traffic accident claims involving CNB unmarked vehicles.

We are instructed that the accident was caused by your insured's negligent driving and / or management of his vehicle. As a result of the accident, our principal's vehicle was damaged and our principal has been put to loss and expense, particulars of which are as follows: -

1. Cost of Repair (w/GST)	\$ 12,413.67
2. Loss of Use (12days x \$80)	\$ 960.00
3. Survey Fee (w/GST)	\$ 299.60
<b>TOTAL</b>	<b><u>\$ 13,673.27</u></b>

A copy of the supporting documents is enclosed.

Please note that repairs of CNB vehicles involved in accidents are carried out by CNB list of appointed contractors or at the unit's zonal workshops and for security and sensitivity/restricted reasons - There is no survey report for CNB vehicles.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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



*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.*

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

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

Sent: Friday, 15 January 2021 1:57 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>

Subject: RE: S8M006YA\_VO\_CNB\_We\_ Enquiry // ACCIDENT INVOLVING SJF3948X (AXA) AND SLL 9162B (CNB) ON 09/

WITHOUT PREJUDICE

Dear Asher

May we hear from you on our email of 23.09.2020, thank you.

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

From: OH Vale

Sent: Wednesday, September 23, 2020 2:58 PM

To: AsherSng@lkkauto.com

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>

Subject: S8M006YA\_VO\_CNB\_We\_ Enquiry // ACCIDENT INVOLVING SJF3948X (AXA) AND SLL 9162B (CNB) ON 09/

WITHOUT PREJUDICE

Dear Asher

We refer to your email below and the attached.

To enable us to look further of the matter, please quantify the claim and confirmation on TCA, thank you.

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

We remain available to serve you during the circuit breaker period. For AXA's COVID-19 updates & initiatives, please visit <https://www.axa.com.sg/covid-19-updates>.

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

From: Roman De Alban <cst@axa.com.sg>

Sent: Wednesday, September 23, 2020 12:52 PM

To: OH Vale <vale.oh@axa.com.sg>

Cc: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>

Subject: FW: [CNB] Re: Web Enquiry // ACCIDENT INVOLVING SJF3948X (AXA) AND SLL 9162B (CNB) ON 09/

Dear Vale,

For Claim no. S8M006YA, forwarding survey report from the 3rd Party Surveyor, LKK Auto Consultants Pte Ltd

For your file record and necessary action.

With regards,

Roman De Alban | 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: [cst@axa.com.sg](mailto:cst@axa.com.sg)

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

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

From: Asher Sng [ashersng@lkkauto.com]

Sent: 23/09/2020 10:02

To: cst@axa.com.sg

Subject: [EXTERNAL] [CNB] Re: Web Enquiry // ACCIDENT INVOLVING SJF3948X (AXA) AND SLL 9162B (CNB) ON 09/01/2018

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

We are appointed by our client CNB to file a claim against your insured SJF3948X.

Enclosed a copy of the survey report for your easy reference.

Kindly advise the current handler and let us have an update on the offer and settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com<mailto:olivialau@lkkauto.com> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

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From: Shirlene YEO (CNB) <Shirlene\_YEO@cnb.gov.sg>

Sent: Thursday, October 25, 2018 12:33 PM

To: Chris TAN (CNB) <Chris\_TAN@cnb.gov.sg>; CST <cst@axa.com.sg>

Subject: RE: Web Enquiry

Message Classification: Restricted

Hi

Can we have the claim handler's email address, pls?

Thanks

Shirlene Yeo (Ms)

Manager, Logistics Unit

Corporate Services Division

Central Narcotics

Bureau<[https://urldefense.com/v3/\\_\\_http://www.cnb.gov.sg/\\_\\_;!!BnkV9pdh5V0!VUook9DJXTTWnqcE7wxrlX8vqvc kAdBerfxZi-5n-qCB-ge4-S9i39\\_85u4\\$](https://urldefense.com/v3/__http://www.cnb.gov.sg/__;!!BnkV9pdh5V0!VUook9DJXTTWnqcE7wxrlX8vqvc kAdBerfxZi-5n-qCB-ge4-S9i39_85u4$)>

DID: (65) 6325 6626

[CNB-crest---colour-

35cm][[https://urldefense.com/v3/\\_\\_https://attachments.office.net/owa/AsherSng\\*40lkkauto.com/service.svc/s/GetAttachmentThumbnail?id=AAMkAGVINDIkMTdjLTM3MDgtNDY5ZC1hZTdKlWQ3ZDMYnTE0MGFhMgBGAAAAAADiYOFhwsDxTrGjt1lk28chBwBRsz2Ni0HTS7tOOxqnHZlMAAAAAAEPAABRsz2Ni0HTS7tOOxqnHZlMAAQWMciEAAABEgAQAJCGFJwXy7xPp50aeMSpFjM\\*3D&thumbnailType=2&owa=outlook.office.com&scriptVer=20200914002.04&X-](https://urldefense.com/v3/__https://attachments.office.net/owa/AsherSng*40lkkauto.com/service.svc/s/GetAttachmentThumbnail?id=AAMkAGVINDIkMTdjLTM3MDgtNDY5ZC1hZTdKlWQ3ZDMYnTE0MGFhMgBGAAAAAADiYOFhwsDxTrGjt1lk28chBwBRsz2Ni0HTS7tOOxqnHZlMAAAAAAEPAABRsz2Ni0HTS7tOOxqnHZlMAAQWMciEAAABEgAQAJCGFJwXy7xPp50aeMSpFjM*3D&thumbnailType=2&owa=outlook.office.com&scriptVer=20200914002.04&X-)

OWA-

CANARY=T\_L4sJtayEGXAA3m3Bq9UwDqelBkX9gY9YIG1eVCx\_NU8kjiTc\_wY78C5lrF3rSanxEgcQlvpic.&token=eyJhbGciOiJSUzI1NiIsImtpZCI6IjU2MzU4ODUyMzRCOTI1MkRERTAwNTc2NkQ5RDIGMjc2NTY1RjYzRTliLCJ0eXAiOiJKV1QiLCJ4NXQiOiJWaldJVWpTNUpTM2VBRmRtMmRueWRsWmZLUkifQ.eyJvcmlnaW4iOiJodHRwczovL291dGxvb2sub2ZmaWNlLmNvbSIsInVljiOiN2JlNzZmYTMxZDcxNDIiNWFMODc0Njg2ZmQyMTZkMzMlLCJ2ZXliOiJFeGNoYW5nZS5DYWxsYmFjay5WMSIsImFwcGN0eHNlbnRlcil6Ik93YURvd25sb2FkQDIhNGYxY2M2LWYxOTAtNDBmYy04NzQ1LTE5MzM1MDExNmU1MSIsImlzc3JpbmciOiJTSVAiLCJhcHBjdHgiOiJ7XCJtc2V4Y2hwcm90XCi6XCJvd2FclixlbnByaW1hcnlzaWRcljpcllMtMS01LTlxLTk5MDk3NjQ5Ni0zODQ3NDM2NDItODk4NzY4NDk2LTk5MDc4NjhclixlbnB1aWRcljpcjExNTM5MDY2NjA5ODA0NTUxODNclixlcm9pZFwiOlwiMjNlMjAzODgtNTJmNy00NzJhLWE3YTItNGM2ZjA2ODIzMTgwXCIsXCJzY29wZVwiOlwiT3dhRG93bmxxvYWRclnOiLCJuYmYiOiJ2MDA4MjYzNjIsImV4cCI6MTYwMDgyNjk2MiwiawXNzljoiMDAwMDAwMDItMDAwMC0wZmYxLWNlMDAtMDAwMDAwMDAwMDAwQDIhNGYxY2M2LWYxOTAtNDBmYy04NzQ1LTE5MzM1MDExNmU1MSIsImF1ZCI6IjAwMDAwMDAyLTAwMDAtMGZmMS1jZTAwLTAwMDAwMDAwMDAwMDAwMC9hdHRhY2htZW50cy5vZmZpY2UubmV0QDIhNGYxY2M2LWYxOTAtNDBmYy04NzQ1LTE5MzM1MDExNmU1MSIsImhhcHAiOiJvd2EifQ.rzCsY0tnaLhfdo9qjaK84IDvFxt6gZsC9q6TKij6RFkxb1CltwWUwdrA7i3xRo6myCAz\_rcRQYXlUfYRdYn4OFmlgO-FLVtJbmdAOPIPi6pO2XeSeTceQPR\_jiYpXh0dmceRnk4HXk7goXk0orInYZphUk5iLgWZMhww1k1H38WVvPD73378F0-hXoZWRCMpla6BW6De8hgJiHzVCN\_WlZORWgTe3wjmlJWo5T8MDdgjBXDhBAqVKRPDB3jaRJI22Qhvjv2AMp2ie1akbY1X0XouUczpTbmcQ9g9fcu-MtiXXNrHWA-kyX9EIYSOOxSHHNJM2tPnBW6s6FxDyUHXFujA&animation=true\*\*Acid:image007.png@01D38554.ADDE7220\_\_;JSVdWw!!BnkV9pdh5V0!VUook9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9iaPQ4Kzg\$ ] [https://urldefense.com/v3/\_\_\_https://attachments.office.net/owa/AsherSng\*40lkkauto.com/servic e.svc/s/GetAttachmentThumbnail?id=AAMkAGVINDIkMTdJLTM3MDgtNDY5ZC1hZTdkLWQ3ZDMYnTE0MGFhMgBGA AAAAADIYOFhwsDxTrGjt1lk28chBwBRsz2Ni0HTS7tOOxqnHZIMAAAAAEEPAABRsz2Ni0HTS7tOOxqnHZIMAAQWMciE AAABEgAQALeDdw1DrGJNhzo7gyyixZQ\*3D&thumbnailType=2&owa=outlook.office.com&scriptVer=20200914002.0 4&X-OWA-

CANARY=T\_L4sJtayEGXAA3m3Bq9UwDqelBkX9gY9YIG1eVCx\_NU8kjiTc\_wY78C5lrF3rSanxEgcQlvpic.&token=eyJhbGciOiJSUzI1NiIsImtpZCI6IjU2MzU4ODUyMzRCOTI1MkRERTAwNTc2NkQ5RDIGMjc2NTY1RjYzRTliLCJ0eXAiOiJKV1QiLCJ4NXQiOiJWaldJVWpTNUpTM2VBRmRtMmRueWRsWmZLUkifQ.eyJvcmlnaW4iOiJodHRwczovL291dGxvb2sub2ZmaWNlLmNvbSIsInVljiOiN2JlNzZmYTMxZDcxNDIiNWFMODc0Njg2ZmQyMTZkMzMlLCJ2ZXliOiJFeGNoYW5nZS5DYWxsYmFjay5WMSIsImFwcGN0eHNlbnRlcil6Ik93YURvd25sb2FkQDIhNGYxY2M2LWYxOTAtNDBmYy04NzQ1LTE5MzM1MDExNmU1MSIsImlzc3JpbmciOiJTSVAiLCJhcHBjdHgiOiJ7XCJtc2V4Y2hwcm90XCi6XCJvd2FclixlbnByaW1hcnlzaWRcljpcjExNTM5MDY2NjA5ODA0NTUxODNclixlcm9pZFwiOlwiMjNlMjAzODgtNTJmNy00NzJhLWE3YTItNGM2ZjA2ODIzMTgwXCIsXCJzY29wZVwiOlwiT3dhRG93bmxxvYWRclnOiLCJuYmYiOiJ2MDA4MjYzNjIsImV4cCI6MTYwMDgyNjk2MiwiawXNzljoiMDAwMDAwMDItMDAwMC0wZmYxLWNlMDAtMDAwMDAwMDAwMDAwQDIhNGYxY2M2LWYxOTAtNDBmYy04NzQ1LTE5MzM1MDExNmU1MSIsImF1ZCI6IjAwMDAwMDAyLTAwMDAtMGZmMS1jZTAwLTAwMDAwMDAwMDAwMDAwMC9hdHRhY2htZW50cy5vZmZpY2UubmV0QDIhNGYxY2M2LWYxOTAtNDBmYy04NzQ1LTE5MzM1MDExNmU1MSIsImhhcHAiOiJvd2EifQ.rzCsY0tnaLhfdo9qjaK84IDvFxt6gZsC9q6TKij6RFkxb1CltwWUwdrA7i3xRo6myCAz\_rcRQYXlUfYRdYn4OFmlgO-FLVtJbmdAOPIPi6pO2XeSeTceQPR\_jiYpXh0dmceRnk4HXk7goXk0orInYZphUk5iLgWZMhww1k1H38WVvPD73378F0-hXoZWRCMpla6BW6De8hgJiHzVCN\_WlZORWgTe3wjmlJWo5T8MDdgjBXDhBAqVKRPDB3jaRJI22Qhvjv2AMp2ie1akbY1X0XouUczpTbmcQ9g9fcu-MtiXXNrHWA-kyX9EIYSOOxSHHNJM2tPnBW6s6FxDyUHXFujA&animation=true\_\_;JSU!!BnkV9pdh5V0!VUook9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9iaKrvNV4I\$ ]

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From: Chris TAN (CNB)  
Sent: Monday, 22 October 2018 2:52 PM  
To: CST <cst@axa.com.sg>  
Cc: Shirlene YEO (CNB) <Shirlene\_YEO@cnb.gov.sg>  
Subject: RE: Web Enquiry

Message Classification: Restricted

Hi,

Please provide the claim handler's email address.

Chris Tan

Logistics Officer

Corporate Services Division

DID: (65) 6557 4315

[CNB-crest---colour-35cm][cid:image010.png@01D46A16.C9508870][cid:image007.png@01D38554.ADDE7220] [cid:image012.png@01D46A16.C9508870]

Keeping Singapore Drug-Free

Central Narcotics Bureau W [cnb.gov.sg](http://cnb.gov.sg) FB [fb.com/CNB.DrugFreeSG](https://www.facebook.com/CNB.DrugFreeSG) IG [Instagram.com/cnb.drugfreesg](https://www.instagram.com/cnb.drugfreesg)

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From: CST <cst@axa.com.sg<mailto:cst@axa.com.sg>>  
Sent: Monday, 22 October 2018 1:28 PM  
To: Chris TAN (CNB) <Chris\_TAN@cnb.gov.sg<mailto:Chris\_TAN@cnb.gov.sg>>  
Subject: RE: Web Enquiry

Dear Mr. Chris,

Thank you for your email.

For the incident that happened on 09/01/2018 under policy no. P1604150 (claim no. S8M006YA), the Third Party Property Damage (TPPD) claim handler is Mr. Tan Wancong.

With regards,

Roman De Alban | Specialist, GI Call Centre

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

Email: [cst@axa.com.sg](mailto:cst@axa.com.sg)<<mailto:cst@axa.com.sg>>

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

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

From: [chris\\_tan@cnb.gov.sg](mailto:chris_tan@cnb.gov.sg)<[mailto:chris\\_tan@cnb.gov.sg](mailto:chris_tan@cnb.gov.sg)>

Sent: 19/10/2018

To: [cst@axa.com.sg](mailto:cst@axa.com.sg)<<mailto:cst@axa.com.sg>>; [shirlene\\_yeo@cnb.gov.sg](mailto:shirlene_yeo@cnb.gov.sg)<[mailto:shirlene\\_yeo@cnb.gov.sg](mailto:shirlene_yeo@cnb.gov.sg)>

Subject: RE: Web Enquiry

Message Classification: Restricted

Hi,

Our apologies, the correct vehicle number should be SJF3948X instead.

Chris Tan

Logistics Officer

Corporate Services Division

DID: (65) 6557 4315

[CNB-crest---colour-

35cm][cid:image010.png@01D467BD.0EC023E0<<mailto:image010.png@01D467BD.0EC023E0>>][cid:image007.png@01D38554.ADDE7220<<mailto:image007.png@01D38554.ADDE7220>>]

[cid:image012.png@01D467BD.0EC023E0<<mailto:image012.png@01D467BD.0EC023E0>>]

Keeping Singapore Drug-Free

Central Narcotics Bureau W

[cnb.gov.sg](http://cnb.gov.sg)<[https://urldefense.com/v3/\\_\\_http://cnb.gov.sg\\_\\_;!!BnkV9pdh5V0!VUooK9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9ixy3hIN8\\$](https://urldefense.com/v3/__http://cnb.gov.sg__;!!BnkV9pdh5V0!VUooK9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9ixy3hIN8$)> > FB

[fb.com/CNB.DrugFreeSG](https://fb.com/CNB.DrugFreeSG)<[https://urldefense.com/v3/\\_\\_http://fb.com/CNB.DrugFreeSG\\_\\_;!!BnkV9pdh5V0!VUooK9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9ijCaNQkM\\$](https://urldefense.com/v3/__http://fb.com/CNB.DrugFreeSG__;!!BnkV9pdh5V0!VUooK9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9ijCaNQkM$)> > IG

[Instagram.com/cnb.drugfreesg](https://Instagram.com/cnb.drugfreesg)<[https://urldefense.com/v3/\\_\\_http://Instagram.com/cnb.drugfreesg\\_\\_;!!BnkV9pdh5V0!VUooK9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9iHtxha2c\\$](https://urldefense.com/v3/__http://Instagram.com/cnb.drugfreesg__;!!BnkV9pdh5V0!VUooK9DJXTTWnqcE7wxrlX8vqvckAdBerfxZi-5n-qCB-ge4-S9iHtxha2c$)> >

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From: CST <cst@axa.com.sg<mailto:cst@axa.com.sg>>  
Sent: Thursday, 18 October 2018 5:26 PM  
To: Shirlene YEO (CNB) <Shirlene\_YEO@cnb.gov.sg<mailto:Shirlene\_YEO@cnb.gov.sg>>  
Subject: RE: Web Enquiry

Dear Sir/Madam,

Thank you for your email.

For the incident dated 09/01/2018, please confirm our Insured's vehicle number as the vehicle number provided, SLF3948H, is not Insured with AXA.

With regards,

Roman De Alban | Specialist, GI Call Centre AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | <http://www.axa.com.sg><<http://www.axa.com.sg>><<http://www.axa.com.sg>>

Email:

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

[cst@axa.com.sg](mailto:cst@axa.com.sg)<<mailto:cst@axa.com.sg>><<mailto:cst@axa.com.sg>><<mailto:cst@axa.com.sg>><<mailto:cst@axa.com.sg>>

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

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

From:

[shirlene\\_yeo@cnb.gov.sg](mailto:shirlene_yeo@cnb.gov.sg)<[mailto:shirlene\\_yeo@cnb.gov.sg](mailto:shirlene_yeo@cnb.gov.sg)><[mailto:shirlene\\_yeo@cnb.gov.sg](mailto:shirlene_yeo@cnb.gov.sg)><[mailto:shirlene\\_yeo@cnb.gov.sg](mailto:shirlene_yeo@cnb.gov.sg)>

Sent: 15/10/2018 03:58

To: [cst@axa.com.sg](mailto:cst@axa.com.sg)<<mailto:cst@axa.com.sg>><<mailto:cst@axa.com.sg>><<mailto:cst@axa.com.sg>><<mailto:cst@axa.com.sg>>

Cc:

Subject: Web Enquiry

Dear Sirs, we would like to notify you of a road accident on 09.01.2018 at about 1730hours, along BKE towards KJE exit near to lamp post 282S1, involving our vehicle SLL9162B and your client's vehicle registration number SLF3948H at the material time. We would like to claim our repair cost. Please let us know the contact person to liaise with. We had sent several emails to

[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)<<mailto:motor.survey@axa.com.sg>><<mailto:motor.survey@axa.com.sg>><<mailto:motor.survey@axa.com.sg>><<mailto:motor.survey@axa.com.sg>>. But we did not receive any responses till date. Please assist us. Thanks

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