

Hsiao Tong (LKKAuto)

From: Customer Care <christiana.bonglh@axa.com.sg>
Sent: Monday, 3 August 2020 4:52 PM
To: WANG Peter
Cc: SG AXA Insurance SM Motor Doc
Subject: RE: GA496073/ SKS5661D/ S0M02R7W/ TPPD claim feedback from OI

Dear Peter,

Following the below email, the policyholder noted that the claims are still ongoing.

OI is aware that the liability is clear and he requested for the itemized breakdown upon settlement of Third Party Property Claims (TPPD).

Appreciate if you could assist to follow up on OI's request. His email is, horichard.yl@gmail.com.

Thank you.

Christiana | Specialist, Customer Care | AXA Insurance Pte Ltd |
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----- Original Message -----

From: Customer Care [christiana.bonglh@axa.com.sg]
Sent: 03/08/2020 10:13
To: peter.wang@axa.com.sg
Cc: motor.doc@axa.com.sg
Subject: GA496073/ SKS5661D/ S0M02R7W/ TPPD claim feedback from OI

Dear Peter,

Good morning to you.

The policyholder acknowledged that the sms notification on the TPPD claim against his policy.

He would like to feedback the following to the claims team/ assessor:

- Please survey the TP vehicle accordingly on which are the damages caused due to this accident.
- OI admitted liability that he just "kissed" the TP vehicle only.
- OI demanded AXA surveyor to check & make sure that the repair cost is reasonable and fair before any settlement to be made.
- he wants AXA to update him on TPPD settlement.

For your information only.

Thank you.

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