

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 11 September 2020 3:51 PM
To: CST
Subject: RE: [EXTERNAL] Fwd: ACCIDENT INVOLVING SKB 7746U(AXA) AND SFD 89C ALONG/AT PANDAN GARDEN ROAD ON 09/

Hi Maggie,

We have contacted insured Mr Jaisanker and addressed his concern.

We will update AXA claim officer on this matter.

Thanks.

Best Regards,
Hsiao Tong, Chew (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108 HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Hsiao Tong (LKKAuto)
Sent: Friday, 11 September 2020 3:22 PM
To: CST <cst@axa.com.sg>
Subject: RE: [EXTERNAL] Fwd: ACCIDENT INVOLVING SKB 7746U(AXA) AND SFD 89C ALONG/AT PANDAN GARDEN ROAD ON 09/

Hi Maggie,

Noted. We will contact insured and update.

Thanks.

Best Regards,
Hsiao Tong, Chew (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108 HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: CST <cst@axa.com.sg>
Sent: Friday, 11 September 2020 3:14 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: [EXTERNAL] Fwd: ACCIDENT INVOLVING SKB 7746U(AXA) AND SFD 89C ALONG/AT PANDAN GARDEN ROAD ON 09/

Dear Ms Chew,

Need your help to call back customer for further clarification of the letter that you send to him below.

He has some question on the below information:

" Based on both parties report and all the available information on hand, we are of the view that liability is not in your favour. Under Motor Accident Guide, your vehicle was turning right into the major road should stop at the "stop" line/ "stop" sign to give way to oncoming traffic. Therefore, we shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost."

He claimed that the liability should be the Third party who need to stop as the car from Car park .

We will need your help to clarify on this .

His mobile number is : 84029133

Thank you.

Best Regards,

Maggie Chen
Specialist, GI Contact Centre
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | Email:customer.care@axa.com.sg
Phone: (65) 6880 4888
www.axa.com.sg

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

From: Mary Ann Gamueda [maeahnn.g@hotmail.com]

Sent: 11/09/2020 14:35

To: cst@axa.com.sg

Subject: [EXTERNAL] Fwd: ACCIDENT INVOLVING SKB 7746U(AXA) AND SFD 89C ALONG/AT PANDAN GARDEN ROAD ON 09/07/2020

Get Outlook for

iOS<[From: Hsiao Tong \(LKKAUTO\) <chewht@lkkauto.com>](https://urldefense.com/v3/__https://aka.ms/o0ukef__;!!BnkV9pdh5V0!UxyzZZ6iH9dxHZtQ0wxTyx07WaSRh_V0GL-Z4_PIDmLKydN1YBiARbwMMTQ$>_____</p></div><div data-bbox=)

Sent: Wednesday, September 9, 2020 4:26:22 PM

To: MAEAHNN.G@HOTMAIL.COM <MAEAHNN.G@HOTMAIL.COM>

Subject: ACCIDENT INVOLVING SKB 7746U(AXA) AND SFD 89C ALONG/AT PANDAN GARDEN ROAD ON 09/07/2020

09 Sept 2020

Mr Jaisanker S/O Maniam

[By Email only]

Dear Sirs/ Mdm

OUR REF : CC4/ASM20008349/Apa3// SOM02QKO

YOUR REF : SKB7746U

ACCIDENT INVOLVING SKB 7746U(AXA) AND SFD 89C ALONG/AT PANDAN GARDEN ROAD ON 09/07/2020

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a third party claim(s) from MG SOLUTION PTE LTD acting on behalf of the owner of SFD89C against your motor insurance policy.

Based on both parties report and all the available information on hand, we are of the view that liability is not in your favour. Under Motor Accident Guide, your vehicle was turning right into the major road should stop at the "stop" line/ "stop" sign to give way to oncoming traffic. Therefore, we shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following to chewht@lkkauto.com within 7 days from the date of this letter if not provided at our reporting centre. The list below is not all inclusive and further document may be required:

- * Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- * Driver's driving license or foreign driving license (if any)
- * Coloured photographs of accident scene (if any)
- * Coloured photographs of damage to all vehicles involved (if any)
- * Copy of the letter of authorization to confirm that the driver is allow to drive the vehicle.
- * Video footage of accident (if any)
- * Statement and/or police report from independent witness(es) (if any)
- * If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to cst@axa.com.sg or deliver it by hand to AXA Customer Care Centre.

This letter should not be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Best Regards,

Maggie Chen Fengxia

Specialist, GI Contact Centre - Policy and Claim Service AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | Email: customer.care@axa.com.sg

Phone: (65) 6880 4888

www.axa.com.sg

ref:_00Db0Ky1f._5002v2riFv8:ref

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.