

## Veron Chen (LKKAUTO)

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**From:** CHAN Kian Chuan <kianchuan.chan@axa.com.sg>  
**Sent:** Monday, 7 June 2021 4:12 PM  
**To:** Naz (LKKAUTO)  
**Cc:** Bryan Ang (LKKAUTO); SUR; TAN Shirley; OH Vale; YONG Johnny; NG Stacey; CHIONH Hock San Christopher  
**Subject:** RE: S0M02YB0\_OD\_FIRE\_RE: Service appointment in Vendor Portal: claim S0M02YB0 for vehicle SLX1888E  
  
**Importance:** High

Hi Bryan,

Thank you for taking up my call earlier.

To summarize our discussion, insured was unconscious upon the huge impact and while slowly gaining back conscious moments later still feeling gorggy, he saw his vehicle was on fire.

Based on your initial inspection to insured vehicle, you confirmed that there is no modification done nor any mechanical issue to insured vehicle. (initial findings cause of fire is due to electrical in nature)

Locally, there is no recall of any parts from the manufacturer.

SCDF was not activated as fire was put out so there we will not be expecting any SCDF report.

Currently, you are pending to get hold of insured colleague who witnessed the accident to understand in detail the circumstance of the fire and pending for UK side manufacturer to confirm if there is recall of parts globally.

For your inputs and fire investigation report please.

Thank you.

*\*Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.*

Warmest Regards,



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KC Chan |  
Assistant Manager, Motor Claims Department  
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811  
Customer Care No: 1800-880 4888  
Email: [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)  
[www.axa.com.sg](http://www.axa.com.sg)

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Monday, June 7, 2021 2:08 PM  
**To:** Celine Fong (LKKAUTO) <celinefong@lkkauto.com>; CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; Naz (LKKAUTO) <Naz@lkkauto.com>  
**Cc:** Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** [EXTERNAL] RE: SOM02YB0\_OD\_FIRE\_RE: Service appointment in Vendor Portal: claim SOM02YB0 for vehicle SLX1888E

Dear Naz,

Kindly update status asap.

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)

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**From:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Monday, 7 June 2021 2:00 PM  
**To:** CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SOM02YB0\_OD\_FIRE\_RE: Service appointment in Vendor Portal: claim SOM02YB0 for vehicle SLX1888E

Dear Mr Chan,

Thank you for the email.

**Dear Veron,**

**Please assist. Your Ref: CS4/ASM21006178/Nvc**

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Sent:** Monday, 7 June 2021 1:51 PM  
**To:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Subject:** RE: SOM02YB0\_OD\_FIRE\_RE: Service appointment in Vendor Portal: claim SOM02YB0 for vehicle SLX1888E  
**Importance:** High

Hi Celine,

Please update us asap.

Thank you.

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Warmest Regards,



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**KC Chan** |

Assistant Manager, Motor Claims Department  
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811  
Customer Care No: 1800-880 4888  
Email: [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)  
[www.axa.com.sg](http://www.axa.com.sg)

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**From:** CHAN Kian Chuan

**Sent:** Thursday, May 27, 2021 1:44 PM

**To:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Cc:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>

**Subject:** SOM02YB0\_OD\_FIRE\_RE: Service appointment in Vendor Portal: claim SOM02YB0 for vehicle SLX1888E

**Importance:** High

Hi Cecilia,

The above matter is a OD fire case.  
Please kindly conduct fire investigation.

**OD workshop details as follows:**

**Ngo Toh Wee**

Workshop Supervisor (Accident Repair)

**T:** 6383 7656 | **M:** 87983946

**W:** [www.SPARKcarcare.com.sg](http://www.SPARKcarcare.com.sg)

Thank you.

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Warmest Regards,



KC Chan |

Assistant Manager, Motor Claims Department  
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811

Customer Care No: 1800-880 4888

Email: [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)

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

From: Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

Sent: Thursday, May 27, 2021 1:21 PM

To: CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>

Subject: [EXTERNAL] RE: Service appointment in Vendor Portal: claim SOM02YB0 for vehicle SLX1888E

Dear Mr Chan,

Kindly provide the workshop details.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: [kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg) <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>

Sent: Thursday, 27 May 2021 1:09 PM

To: assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Subject: Service appointment in Vendor Portal: claim SOM02YB0 for vehicle SLX1888E

AXA confirms your appointment as Surveyor / Assessor (Company), to carry out Accelerated workshop survey service for claim number SOM02YB0.

Please log in to <https://vendor.smartclaims.axa.com.sg/ClaimApplication/dist/html/index-vendor.html>

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