

Veron Chen (LKKAUTO)

From: Naz (LKKAUTO)
Sent: Friday, 11 June 2021 1:40 PM
To: CHAN Kian Chuan
Cc: SUR; TAN Shirley; OH Vale; YONG Johnny; NG Stacey; CHIONH Hock San Christopher; Bryan Ang (LKKAUTO)
Subject: Re: S0M02YB0 _OD_FIRE_RE: Service appointment in Vendor Portal: claim S0M02YB0 for vehicle SLX1888E
Attachments: SLX 1888E FIRE INVESTIGATION REPORT.pdf

Dear Mr Chan,

Attached herewith is the Fire Investigation Report.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Sent: Thursday, 10 June 2021 12:24 PM

To: Naz (LKKAUTO) <Naz@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; TAN Shirley <chaigeok.tan@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>; YONG Johnny <johnny.yong@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>

Subject: RE: S0M02YB0 _OD_FIRE_RE: Service appointment in Vendor Portal: claim S0M02YB0 for vehicle SLX1888E

Hi Bryan,

We refer to our last email.

Please let us have the investigation outcome and report urgently.

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,



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

www.axa.com.sg

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From: CHAN Kian Chuan

Sent: Tuesday, June 8, 2021 10:58 AM

To: Naz (LKKAuto) <Naz@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; TAN Shirley <chaigeok.tan@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>; YONG Johnny <johnny.yong@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: SOM02YB0_OD_FIRE_RE: Service appointment in Vendor Portal: claim SOM02YB0 for vehicle SLX1888E

Importance: High

Hi Naz,

Thank you for the updates.

The above matter is a OD claim with injuries and property claim involved.

As such, please engage insured colleague asap and let us have your investigation report the soonest possible.

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

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From: Naz (LKKAUTO) <Naz@lkkauto.com>

Sent: Monday, June 7, 2021 7:32 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Cc: SUR <sur@lkkauto.com>; TAN Shirley <chaigeok.tan@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>; YONG Johnny <johnny.yong@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Subject: [EXTERNAL] Re: S0M02YB0_OD_FIRE_RE: Service appointment in Vendor Portal: claim S0M02YB0 for vehicle SLX1888E

Dear Mr Chan,

From my interview with the Insured, he does not seem to be of much help as he mentioned that he was in a daze post- accident. I am unable to acquire any servicing records from him as he mentioned that he only bought and drove the car for a month before the accident. He also did not take any incident photographs due to his condition post- accident.

We have confirmation from the SCDF that they were not activated however I found fire extinguisher residue at the engine compartment when I did the vehicle inspection. I am trying to get a hold of the insured's colleague to get more info on the incident. As such, I will require more time for this case to do my ground work, I will update you accordingly.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Sent: Monday, 7 June 2021 4:35 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Cc: Naz (LKKAUTO) <Naz@lkkauto.com>; SUR <sur@lkkauto.com>; TAN Shirley <chaigeok.tan@axa.com.sg>; OH Vale <vale.oh@axa.com.sg>; YONG Johnny <johnny.yong@axa.com.sg>; NG Stacey <stacey.ng@axa.com.sg>; CHIONH Hock San Christopher <chris.chionhhs@axa.com.sg>

Subject: Re: S0M02YB0_OD_FIRE_RE: Service appointment in Vendor Portal: claim S0M02YB0 for vehicle SLX1888E

Hi Naz

Please input any additional comments that you have and also provide an update on the arrangement for the witness.

Bryan Ang
LKK Auto Consultants Pte Ltd

On 7 Jun 2021, at 16:12, CHAN Kian Chuan <kianchuan.chan@axa.com.sg> wrote:

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 inpection 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 is there is recall of parts globally.

For your inputs and fire investigation report please.

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

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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)

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

Sent: Monday, 7 June 2021 2:00 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>; SUR <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 | fax: 6256-4315

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

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>

Sent: Monday, 7 June 2021 1:51 PM

To: Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Naz (LKKAuto) <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,

<image001.png>

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

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From: CHAN Kian Chuan

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

To: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>

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

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,

<image001.png>

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

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

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

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

To: CHAN Kian Chuan <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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park,
Ubi Avenue 1, #02-25 | S(408933)

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

From: kianchuan.chan@axa.com.sg <kianchuan.chan@axa.com.sg>

Sent: Thursday, 27 May 2021 1:09 PM

To: 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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