

## Celine Fong (LKKAUTO)

---

**From:** Peter Jayan Chelliah <peterjc@comfortdelgro.com>  
**Sent:** Tuesday, 13 July 2021 12:49 PM  
**To:** Celine Fong (LKKAUTO); Chong Yong Guang  
**Cc:** assignments  
**Subject:** Re: SBS Ref: IP 201900664/RC/PJ \* Yr Ref: S9M0196OMC/KC

Hi Yong Guang,

Please assist to arrange for reinspection of the bus SBS6593S urgently.

Thank You,

*Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore.*

*For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting.*

*All submission of claim related documents and information shall be in softcopy through email.*

*I am contactable through my email; peterjc@comfortdelgro.com and for urgent matters, please do not hesitate to reach out to me through DID; 6383 7745.*

Best Regards,  
Peter Chelliah  
Executive  
Claims Department  
DID : 6383 7745  
Fax : 6383 7626

*The information contained in these documents may be privileged and confidential and is intended for the exclusive use of the addressee designated above. If you are not the addressee, any disclosure, reproduction, distribution or other dissemination or use of this communication is strictly prohibited. If you have received this transmission in error, please notify the sender immediately.*

*THE MESSAGE IS CONFIDENTIAL. ANY UNAUTHORISED DISCLOSURE, USE OR DISSEMINATION, EITHER WHOLE OR PARTIAL, IS PROHIBITED.*

---

**From:** Celine Fong (LKKAUTO) <celinefong@lkkauto.com>  
**Sent:** 13 July 2021 12:37  
**To:** Peter Jayan Chelliah <peterjc@comfortdelgro.com>  
**Cc:** assignments <assignments@lkkauto.com>  
**Subject:** RE: SBS Ref: IP 201900664/RC/PJ \* Yr Ref: S9M0196OMC/KC

**CAUTION :** This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

---

Dear Peter

Please assist to provide available date/ time for re-inspection.

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)

---

**From:** Peter Jayan Chelliah <[peterjc@comfortdelgro.com](mailto:peterjc@comfortdelgro.com)>

**Sent:** Wednesday, 30 June 2021 10:29 AM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Re: SBS Ref: IP 201900664/RC/PJ \* Yr Ref: S9M0196OMC/KC

Without Prejudice

Hi Kian Chuan,

Has reinspection been done?

Thank You,

*Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore.*

*For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting.*

*All submission of claim related documents and information shall be in softcopy through email.*

*I am contactable through my email; [peterjc@comfortdelgro.com](mailto:peterjc@comfortdelgro.com) and for urgent matters, please do not hesitate to reach out to me through DID; 6383 7745.*

Best Regards,

Peter Chelliah

Executive

Claims Department

DID : 6383 7745

Fax : 6383 7626

*The information contained in these documents may be privileged and confidential and is intended for the exclusive use of the addressee designated above. If you are not the addressee, any disclosure, reproduction, distribution or other dissemination or use of this communication is strictly prohibited. If you have received this transmission in error, please notify the sender immediately.*

*THE MESSAGE IS CONFIDENTIAL. ANY UNAUTHORISED DISCLOSURE, USE OR DISSEMINATION, EITHER WHOLE OR PARTIAL, IS PROHIBITED.*

---

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

**Sent:** 28 April 2021 14:32

**To:** Peter Jayan Chelliah <[peterjc@comfortdelgro.com](mailto:peterjc@comfortdelgro.com)>

**Cc:** [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com) <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: SBS Ref: IP 201900664/RC/PJ \* Yr Ref: S9M0196OMC/KC

**CAUTION** : This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

---

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Peter,

We refer to our last email dated 05/09/2021 (as attached) requesting for re-inspection of your client's vehicle and have not hear from you since then.

As we are of the view that the COR is on the high side and far from our surveyor recommended COR to your client's vehicle.

Please arrange for re-inspection at your client's convenience and update us on the appointment.

Thank you.

Hi LKK,

Fyna, on the above re-inspection.

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

[www.axa.com.sg](http://www.axa.com.sg)

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>.



**Think Green.** Please don't print this message unless it's really necessary. Thank you.

This message is confidential. 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.

---

**From:** Peter Jayan Chelliah <[peterjc@comfortdelgro.com](mailto:peterjc@comfortdelgro.com)>  
**Sent:** Wednesday, April 28, 2021 1:01 PM  
**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>; CHAN Kian Chuan <[kianchuan.chan@axa.com.sg](mailto:kianchuan.chan@axa.com.sg)>  
**Subject:** [EXTERNAL] Re: SBS Ref: IP 201900664/RC/PJ \* Yr Ref: S9M0196OMC/KC

Without Prejudice

Dear Sir,

We refer to our Letter of Demand dated 14/08/2019.

Till date we have not heard from you.

Please revert urgently with your offer.

Thank You

*Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore.*

*For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting.*

*All submission of claim related documents and information shall be in softcopy through email.*

*I am contactable through my email; [peterjc@comfortdelgro.com](mailto:peterjc@comfortdelgro.com) and for urgent matters, please do not hesitate to reach out to me through DID; 6383 7745.*

Best Regards,  
Peter Chelliah  
Executive  
Claims Department  
DID : 6383 7745  
Fax : 6383 7626

*The information contained in these documents may be privileged and confidential and is intended for the exclusive use of the addressee designated above. If you are not the addressee, any disclosure, reproduction, distribution or other dissemination or use of this communication is strictly prohibited. If you have received this transmission in error, please notify the sender immediately.*

*THE MESSAGE IS CONFIDENTIAL. ANY UNAUTHORISED DISCLOSURE, USE OR DISSEMINATION, EITHER WHOLE OR PARTIAL, IS PROHIBITED.*

---

**From:** Peter Jayan Chelliah  
**Sent:** 29 March 2021 14:44  
**To:** [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg) <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Subject:** SBS Ref: IP 201900664/RC/PJ \* Yr Ref: S9M0196OMC/KC

Without Prejudice

Dear Sir,

We refer to our Letter of Demand dated 14/08/2019.

Till date we have not heard from you.

Please revert urgently with your offer.

Thank You

*Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore.*

*For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting.*

*All submission of claim related documents and information shall be in softcopy through email.*

*I am contactable through my email; [peterjc@comfortdelgro.com](mailto:peterjc@comfortdelgro.com) and for urgent matters, please do not hesitate to reach out to me through DID; 6383 7745.*

Best Regards,  
Peter Chelliah  
Executive  
Claims Department  
DID : 6383 7745  
Fax : 6383 7626

*The information contained in these documents may be privileged and confidential and is intended for the exclusive use of the addressee designated above. If you are not the addressee, any disclosure, reproduction, distribution or other dissemination or use of this communication is strictly prohibited. If you have received this transmission in error, please notify the sender immediately.*

**THE MESSAGE IS CONFIDENTIAL. ANY UNAUTHORISED DISCLOSURE, USE OR DISSEMINATION, EITHER WHOLE OR PARTIAL, IS PROHIBITED.**

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Corporation Limited [Registration No. 200300002K]

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are

not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies. 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.

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Corporation Limited [Registration No. 200300002K]

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Corporation Limited [Registration No. 200300002K]