

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 13 October 2021 9:08 AM
To: Sylvia
Subject: RE: Claim Notification - ACCIDENT INVOLVING SJQ 9769Z(AXA) AND SKB 3319X ALONG/AT 7 LOR. 102 CHANGI ON 02/10/2021

Dear Sirs/Mdm,

Thank you for your email.

Please be informed that we have received necessary documents from AXA.

We will proceed with our necessary action.

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)

From: Sylvia <sylviaxiezhong@gmail.com>
Sent: Tuesday, 12 October 2021 10:36 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Claim Notification - ACCIDENT INVOLVING SJQ 9769Z(AXA) AND SKB 3319X ALONG/AT 7 LOR. 102 CHANGI ON 02/10/2021

Pls be advised that we have already provided the necessary information to the car workshop, Progressive Car Care Pte Ltd. Pls advise if you require more information.

We would like the insurance company to take care of the claims.

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Mon, 11 Oct 21 11:44
To: SYLVIAXIEZHONG@GMAIL.COM; ANTONISATION@GMAIL.COM
Subject: Claim Notification - ACCIDENT INVOLVING SJQ 9769Z(AXA) AND SKB 3319X ALONG/AT 7 LOR. 102 CHANGI ON 02/10/2021

11 Oct 2021

Ms Chung A Mee Sylvia
Driver: Anton Tse Kwan Teng

[By Email only]

Dear Sirs/ Mdm

OUR REF : CC4/ASM21010340/Apa3 // S1M03JC3

YOUR REF : SJQ9769Z

ACCIDENT INVOLVING SJQ 9769Z(AXA) AND SKB 3319X ALONG/AT 7 LOR. 102 CHANGI ON 02/10/2021

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 NEW ZEN WERKZ PTE LTD acting on behalf of the owner of SKB 3319X against your motor insurance policy.

Based on all the available information on hand, we are of the view that liability is not in your driver's favour as your vehicle collided onto third party parked vehicle. 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 allowed to drive the vehicle.(Attached is a template)
- 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.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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