

Hsiao Tong (LKKAUTO)

From: KOH Janice <janice.kohl@axa.com.sg>
Sent: Wednesday, 15 December 2021 4:07 PM
To: Hsiao Tong (LKKAUTO)
Cc: Jaslin Kok (LKK Auto); Olivia Lau (LKKAUTO)
Subject: RE: S1M03DLG TCA RECOVERY - LKK REF: CC2/MIDA21012164/P [ACCIDENT INVOLVING MID97103 & SHD9224X O]

Hi Hsiao Tong,

We had requested a copy of the policy documents.

We will provide you once we received it.

Thank you

Regards



Janice Koh | Motor Claims Department
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: Janice.kohl@axa.com.sg
Customer Care No. 1800 8804888

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Internal

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, December 15, 2021 3:54 PM
To: KOH Janice <janice.kohl@axa.com.sg>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>
Subject: [EXTERNAL] RE: S1M03DLG TCA RECOVERY - LKK REF: CC2/MIDA21012164/P [ACCIDENT INVOLVING MID97103 & SHD9224X O]

Hi Janice,

Thank you for your email.

As per our principal instruction, we would like to request a copy of document to prove on excess amount more than \$1K.

Appreciate your kind assistance and early reply.

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: KOH Janice <janice.kohl@axa.com.sg>

Sent: Wednesday, 15 December 2021 3:04 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>

Subject: S1M03DLG TCA RECOVERY - LKK REF: CC2/MIDA21012164/P [ACCIDENT INVOLVING MID97103 & SHD9224X O

Without Prejudice

Dear Hsiao Tong,

We refer to our tele conversation earlier. We regret to inform you we're unable to proceed claim due to following:

- 1- Insured policy under third party coverage only instead of Comprehensive plan.
- 2- Insured excess exceeded \$1,000.00 as such TCA agreement is not applicable for this case.

Please assist to inform MINDEF accordingly.

Thank you

Regards



Janice Koh | Motor Claims Department

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg

Email: Janice.kohl@axa.com.sg

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