

Hsiao Tong (LKKAUTO)

From: KOH Janice <janice.kohl@axa.com.sg>
Sent: Wednesday, 22 December 2021 11:09 AM
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]
Attachments: SHD9224X.pdf

Hi Hsiao Tong,

Our distributor team had manage to extract a copy of CI for our insured vehicle SHD9224X.

Attached a copy for your reference.

Please assists to confirmed via email of the withdrawal claim.

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: KOH Janice
Sent: Tuesday, December 21, 2021 10:46 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>
Subject: RE: S1M03DLG TCA RECOVERY - LKK REF: CC2/MIDA21012164/P [ACCIDENT INVOLVING MID97103 & SHD9224X]

Without Prejudice

Hi Hsiao Tong,

The policy is under fleet policy which consist of 3k plus pages.

The only way I can do is screenshot and show you only as we do not have individual policy under TRANS-CAB SERVICES PTE LTD.

Risk No.	: 1978	
Type of Cover	: Third Party Only	
Regn. No.	: SHD9224X	
Type Of Use	: Hire Car	
Make/Model	: TOYOTA PRIUS 1.8	
Year of Manufacture	: 2018	
Body Type	: SALOON	
Engine No.	: 2ZR2C04522	Engine C.C.: 1798
Chassis No.	: JTDKEB3FU603079686	
	: NIL	
Limitations as to Use	: As specified in Certificate of Insurance	
<u>Extra Coverage(Premium Breakdown)</u>		
<u>Limits (SGD)</u>		<u>Premium (SGD)</u>
BASIC PREMIUM		2,499.00

Continuation page 1319

INSURANCE PTE LTD
Shenton Way, #24-01
Tower, Singapore 068811
Inner Centre #01-21
300 8804888 Fax:
Site: www.axa.com.sg
Registration Number: 199903512M
mer.care@axa.com.sg



FLEET
POLICY SCHEDULE
NEW BUSINESS
Original

Policy No. : VFX/P2459880	
NET PREMIUM	2,499.00
TOTAL PREMIUM	2,499.00
<u>Excess Applicable</u>	
Sect II-Used In Singapore Only	: SGD 5,000.00
<u>Named Drivers</u>	

Please let me know if this is sufficient?

Thank you

Regards



Janice Koh | Motor Claims Department

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Internal

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

Sent: Tuesday, December 21, 2021 10:18 AM

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]

Without Prejudice

Hi Janice,

Thank you for your email.

Do you have a copy of policy indicated that the excess is more than \$1,000.00?

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: Friday, 17 December 2021 4:32 PM

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

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

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

Without Prejudice

Dear Hsiao Tong,

Due to our policy is under fleet policy and unable to share with you the whole fleet policy, we can only screenshot and send you showing our insured coverage fall under Third party only for the vehicle of SHD9224X.

Risk No. : 1978
Type of Cover : Third Party Only
Regn. No. : SHD9224X
Type Of Use : Hire Car
Make/Model : TOYOTA PRIUS 1.8
Year of Manufacture : 2018
Body Type : SALOON
Engine No. : 2ZR2C04522 Engine C.C.: 1798
Chassis No. : JTDKB3FU603079686
: NIL

Limitations as to Use : As specified in Certificate of Insurance

<u>Extra Coverage (Premium Breakdown)</u>	<u>Limits (SGD)</u>	<u>Premium (SGD)</u>
BASIC PREMIUM		2,499.00

Please let me know if you require for further clarification.

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: KOH Janice

Sent: Wednesday, December 15, 2021 4:07 PM

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

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

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

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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



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