

Meng Yan (LKK Auto)

From: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>
Sent: Tuesday, 18 January, 2022 9:29 AM
To: Meng Yan (LKK Auto); 'assignments'; 'Veron Chen (LKKAuto)'
Cc: filenet-ctom-p-sg; 'SUR'
Subject: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Importance: High

Hi Yan,

Please update on re-inspection status.
Have we conducted RI? If not please conduct paper RI 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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Internal

From: Meng Yan (LKK Auto) <admin-d@lkkauto.com>
Sent: Thursday, January 6, 2022 10:26 AM
To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; 'assignments' <assignments@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>
Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; 'SUR' <sur@lkkauto.com>
Subject: [EXTERNAL] RE: RE: RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Dear Kian Chuan,

Please be informed that repairer still arranging with owner.

Thank you.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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, 6 January, 2022 9:07 AM

To: Meng Yan (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; 'SUR' <sur@lkkauto.com>

Subject: RE: [EXTERNAL] RE: RE: RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Importance: High

Hi Yan,

Please update us on the re-inspection.

Thank you.

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Warmest Regards,



KC Chan |

Assistant Manager, Motor Claims Department
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Internal

From: Meng Yan (LKK Auto) <admin-d@lkkauto.com>

Sent: Thursday, December 2, 2021 5:02 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; 'assignments' <assignments@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>
Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; NG Stacey <stacey.ng@axa.com.sg>; 'SUR' <sur@lkkauto.com>
Subject: [EXTERNAL] RE: RE: RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Dear Kian Chuan,

Noted with thanks.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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, 2 December, 2021 4:51 PM

To: Meng Yan (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; NG Stacey <stacey.ng@axa.com.sg>; 'SUR' <sur@lkkauto.com>

Subject: RE: [EXTERNAL] RE: RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Hi Meng Yan,

Please refer to SC.

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

Customer Care No: 1800-880 4888

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Internal

From: Meng Yan (LKK Auto) <admin-d@lkkauto.com>

Sent: Thursday, December 2, 2021 4:46 PM

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

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; NG Stacey <stacey.ng@axa.com.sg>; 'SUR' <sur@lkkauto.com>

Subject: [EXTERNAL] RE: RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Dear Kian Chuan,

Please provide relevant document.

Thank you.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Meng Yan (LKK Auto) <admin-d@lkkauto.com>

Sent: Thursday, 2 December, 2021 3:13 PM

To: 'CHAN Kian Chuan' <kianchuan.chan@axa.com.sg>; 'assignments' <assignments@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>

Cc: 'filenet-ctom-p-sg' <filenet-ctom-p-sg@axa.com.hk>; 'NG Stacey' <stacey.ng@axa.com.sg>; 'SUR' <sur@lkkauto.com>

Subject: RE: [EXTERNAL] RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Dear Kian Chuan,

Noted with thanks.

Please be informed that repairer still arranging the availability date/time with owner for the re-inspection.

Thank you.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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: Wednesday, 1 December, 2021 5:38 PM

To: Meng Yan (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; NG Stacey <stacey.ng@axa.com.sg>; 'SUR' <sur@lkkauto.com>

Subject: RE: [EXTERNAL] RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Hi Yan,

Please kindly contact TP and arrange for re-inspection.

V-Tech Auto Service

1 Soon Lee Street
#06-04/05 Pioneer Centre
Singapore 627605

(c) Place : **V TECH AUTO SERVICE**
No.1 Soon Lee Street #06-04/05
Pioneer Centre
Singapore 627605

(d) Contact person: 6 264 6211 (Mee Key)

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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Internal

From: Meng Yan (LKK Auto) <admin-d@lkkauto.com>

Sent: Wednesday, December 1, 2021 5:32 PM

To: CHAN Kian Chuan <kianchuan.chan@axa.com.sg>; 'assignments' <assignments@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>
Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; NG Stacey <stacey.ng@axa.com.sg>; 'SUR' <sur@lkkauto.com>
Subject: [EXTERNAL] RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Dear Kian Chuan,

Please be informed that we did not received any email on the re-inspection appointment.
According to our surveyor, he had conducted post repair on 25/10/2021 and photograph uploaded in smart claim.
Alternatively, you may provide LOD for us to conduct paper survey.

Thank you.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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: Wednesday, 1 December, 2021 5:13 PM
To: 'assignments' <assignments@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; NG Stacey <stacey.ng@axa.com.sg>
Subject: RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Hi LKK,

Please update us the status.

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

Customer Care No: 1800-880 4888

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Internal

From: CHAN Kian Chuan

Sent: Wednesday, December 1, 2021 10:30 AM

To: 'assignments' <assignments@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; NG Stacey (stacey.ng@axa.com.sg) <stacey.ng@axa.com.sg>

Subject: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Hi LKK,

We have received emails from TP stating that surveyor failed to turn up for re-inspection.

May we know that have surveyors conducted re-inspection?

Please arrange for re-inspection asap if it is not done so as it will caused un-necessary cost if re-inspection fixed but surveyor failed to turn up.

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

Customer Care No: 1800-880 4888

Email: kianchuan.chan@axa.com.sg

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Internal

From: Jennifer Guay <jenniferguay@visionlawllc.com>

Sent: Wednesday, December 1, 2021 10:15 AM

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

Cc: V-TECH AUTO SERVICE <vtech.autoservice@gmail.com>

Subject: [EXTERNAL] RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

CLAIMANT : GAN SONG SEEK

ACCIDENT INVOLVING SFU 5538 B & SHA 9377 D, YP 5577 P & SDU 54 L ON 24th SEPTEMBER 2021 AT ALONG SLE TOWARDS CTE CP 166 AT ABOUT 23:50 HOURS

Without Prejudice

Dear Sirs

Refer to our email of 19 November 2021.

We note that your surveyor did not turn up for reinspection today.

Please let us have your settlement proposal by 3 December 2021. Thank you.

Regards

Jennifer Guay

(Secretary for Ms Audrey Wong)

VISION LAW LLC

133 New Bridge Road #18-01

Chinatown Point

Singapore 059413

Tel : 6534 2811 (Ext 116)

Fax : 6535 6802

From: Jennifer Guay [<mailto:jenniferguay@visionlawllc.com>]

Sent: Friday, 19 November, 2021 2:19 PM

To: CHAN Kian Chuan

Cc: V-TECH AUTO SERVICE

Subject: RE: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

Importance: High

CLAIMANT : GAN SONG SEEK

ACCIDENT INVOLVING SFU 5538 B & SHA 9377 D, YP 5577 P & SDU 54 L ON 24th SEPTEMBER 2021 AT ALONG SLE TOWARDS CTE CP 166 AT ABOUT 23:50 HOURS

Without Prejudice

Dear Sirs

Refer to your email of 15 November 2021.

We have arranged the re-inspection on our client's vehicle, **SFU5538B** as follows :-

- (a) Date : 1 December 2021 (Wednesday)
- (b) Time : 10am

(c) Place : **V TECH AUTO SERVICE**
No.1 Soon Lee Street #06-04/05
Pioneer Centre
Singapore 627605

(d) Contact person: 6 264 6211 (Mee Key)

Please let us have your confirmation by return fax on the above arrangement.

Accordingly, please ensure the attendance of your appointed surveyor at the above arranged re-inspection without fail.

Regards

Jennifer Guay
(Secretary for Ms Audrey Wong)
VISION LAW LLC
133 New Bridge Road #18-01
Chinatown Point
Singapore 059413
Tel : 6534 2811 (Ext 116)
Fax : 6535 6802

From: do not reply [<mailto:donotreply@axa.com.sg>]
Sent: Monday, 15 November, 2021 1:37 PM
To: Jacqui Wong
Cc: filenet-ctom-p-sg; CHAN Kian Chuan
Subject: S1M03IWR_TP REF:AW1-jgv-ins-V1-116205-2021(jw)_Accident Involving SHA9377D & SFU5538B_along on 24/09/2021 PersonalAutoLine

ACCIDENT INVOLVING SHA9377D AND SFU5538B ON 24/09/2021

Without Prejudice

We acknowledge receipt of your letter dated 12/11/2021 and the enclosures on 12/11/2021

We would like to conduct a re-inspection of your client's vehicle SFU5538B. Please let us know a suitable date and time.

We would appreciate that in letting us know the date, your client could allow us at least 10 days of lead-time. This is to allow us to co-ordinate with the surveyor concerning the re-inspection date and time .

For future correspondence, please reply to CHAN Kian Chuan at kianchuan.chan@axa.com.sg

Regards,

AXA Singapore



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VISION LAW LLC
Advocates & Solicitors
(Incorporated with limited liability)
Unique Entity No. 200721148H
Address : 133 New Bridge Road #18-01/02 Chinatown Point, Singapore 059413

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