

Denise Tay (LKKAUTO)

From: Vincent Chesney <vchesney@me.com>
Sent: Wednesday, 19 January 2022 10:36 AM
To: ONG Kian Theng Derick
Cc: Denise Tay (LKKAUTO)
Subject: Re: S1M03NMP_Accident involving_SNC2404Z_DOA_30.11.2021

Hi Denise,

I am waiting for the following:

1. Chassis number of the vehicle so I can get another quote
2. A detailed Breakdown of the \$4-\$5k assessment made
3. Explanation of why my quotation of less than \$500 is so much lower than your assessment of \$4-\$5k

Regards

Vince

Attachment my quotation

6:21



Jennifer (Juzz Ca

last seen today at 6:18 PM

Again

6:08 PM

Thank

They should be able to
the photo what mo

Chrome strip \$126 b4gst

Tech support 8-1-1

Sent from my iPhone XS Max

On Jan 19, 2022, at 11:25 AM, ONG Kian Theng Derick <derick.ongkt@axa.com.sg> wrote:

Without Prejudice

Dear Sir

We refer to the above matter.

You may contact Denise, who is copied in this email, from LKK Auto Consultants Pte Ltd at 62563561

As the surveyor may be out for assignment, kindly advise a suitable time for them to contact 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 defense available to us.*

Regards



Derick Ong | Motor Claims Department

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

Email: derick.ongkt@axa.com.sg

Customer Care No. 1800 8804888

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Internal

From: Vincent Chesney <vchesney@me.com>

Sent: Tuesday, January 18, 2022 18:31

To: ONG Kian Theng Derick <derick.ongkt@axa.com.sg>

Subject: [EXTERNAL] Re: Re: S1M03NMP_Accident involving_SNC2404Z_DOA_30.11.2021

I still have heard nothing from anybody

Sent from my iPad

On 12 Jan 2022, at 3:40 PM, ONG Kian Theng Derick <derick.ongkt@axa.com.sg> wrote:

Without Prejudice

Dear Sir

We refer to the above matter.

We will let the surveyor know the quotation that you had sourced.

We will also advise our sureyor to contact and advise you via email as soon as possible.

**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 defense available to us.*

Regards



Derick Ong | Motor Claims Department

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Internal

From: Vincent Chesney <vchesney@me.com>

Sent: Wednesday, January 12, 2022 13:23

To: ONG Kian Theng Derick <derick.ongkt@axa.com.sg>

Subject: [EXTERNAL] Re: S1M03NMP_Accident involving_SNC2404Z_DOA_30.11.2021

I have a quote for less than \$500 from a reputable repair shop

There is no way to get to \$4k the front bumper does not need replacing only the chrome strip

Please look at my quote

6:21



Jennifer (Juzz C

last seen today at 6:1

Again

6:08 PM

Than

They should be a
the photo what m

Chrome strip \$126 b4gs

Tech support 8 weeks

Sent from my iPhone XS Max

On Jan 12, 2022, at 6:16 PM, ONG Kian Theng Derick <derick.ongkt@axa.com.sg> wrote:

Without Prejudice

Dear Sir

We refer to the above matter.

We note that you would like to understand more about the recommended cost of repairs.

We will inform our surveyor to contact to advise you better.

Please advise if it would be possible for our surveyor to contact you via your mobile number and email address.

**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 defense available to us.*

Regards



Derick Ong | Motor Claims Department

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

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Internal

From: Vincent Chesney <vchesney@me.com>

Sent: Wednesday, January 12, 2022 13:09

To: ONG Kian Theng Derick <derick.ongkt@axa.com.sg>

Subject: [EXTERNAL] Re: S1M03NMP_Accident involving_SNC2404Z_DOA_30.11.2021

Please provide me also with the chassis number as I'm getting my own quote

Please action this asap

Sent from my iPhone XS Max

On Jan 12, 2022, at 3:56 PM, Vincent Chesney <vchesney@me.com> wrote:

Please send me the detailed breakdown of the costs that your surveyor came up with to get to \$4k

Sent from my iPad

On 12 Jan 2022, at 3:34 PM, Vincent Chesney <vchesney@me.com> wrote:

I would want to see the quotes as I estimate the cost at less than \$1k if they insist on \$4k we can go to small claims court as this is fraud

I want to see the cost for the broken part and the cost for painting the panel

Regards

Vince

Your surveyor is clearly not quoted this accurately I want to see the cost breakdown

Sent from my iPad

On 12 Jan 2022, at 2:34 PM, ONG Kian Theng Derick
<derick.ongkt@axa.com.sg> wrote:

Without Prejudice

Dear Sir

We refer to the above matter.

Please be informed that our surveyor had recommended the Cost of Repairs to be in the range of \$4,000.00 to \$5,000.00 on a without prejudice basis.

Based on our surveyor's assessment, the damage is consistent.

We will only know the claim amount when we received the Letter of Demand from the Third Party solicitor.

**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 defense available to us.*

Regards



Derick Ong | Motor Claims Department
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