

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 29 April 2022 8:40 AM  
**To:** KHONG Lynn  
**Cc:** Olivia Lau (LKKAuto)  
**Subject:** RE: S2M03W16\_TCA\_Accident Involving SJX7698X & MINDEF 33311MID (TP)\_ALONG TRANSIT RD\_ON 06/01/2020 17.45

Without Prejudice

Dear Lynn,

Thank you for your email.

We are of the view that TCA is applicable.

Please let us have your offer based on TCA.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** KHONG Lynn <lynn.khong@axa.com.sg>  
**Sent:** Monday, 11 April 2022 2:22 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Olivia Lau (LKKAuto) <olivialau@lkkauto.com>  
**Subject:** S2M03W16\_TCA\_Accident Involving SJX7698X & MINDEF 33311MID (TP)\_ALONG TRANSIT RD\_ON 06/01/2020 17.45

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Hsiao Tong,

We refer to the above subject matters.

Scope of cover – Comprehensive

Excess under policy: S\$700

Kindly confirm whether TCA is applicable for this matter.

Thank you.

Best Regards,

**Lynn Khong**

Specialist, Motor Claims Department  
AXA Insurance Pte Ltd

Mailing address: Robinson Road P.O. Box 1094, Singapore 902144

Customer Centre: 9 North Buona Vista Drive, #18-01/06 The Metropolis Tower 1, Singapore 138588

Customer Care No. 1800 8804888

[www.axa.com.sg](http://www.axa.com.sg)



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Upcoming out-of-office & closure notification: 08/04/2022 (4pm), 13/04/2022, 29/04/2022

For claims query, kindly email to [cst@axa.com.sg](mailto:cst@axa.com.sg) for further assistance.

For claims survey, kindly email to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)

For bill/DV submission, kindly email to [motor.bill@axa.com.sg](mailto:motor.bill@axa.com.sg)

For LOD submission, kindly email to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)

-----Original Message-----

From: do not reply <[donotreply@axa.com.sg](mailto:donotreply@axa.com.sg)>

Sent: Friday, March 18, 2022 2:39 PM

To: [chewht@lkkauto.com](mailto:chewht@lkkauto.com); [SPF\\_C\\_EACRS@spf.gov.sg](mailto:SPF_C_EACRS@spf.gov.sg)

Cc: [filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk); KHONG Lynn <[lynn.khong@axa.com.sg](mailto:lynn.khong@axa.com.sg)>

Subject: S2M03W16\_LK\_[TP REF:MINDEF (TP) military vehicles]\_Accident Involving SJX7698X & MINDEF (TP) military vehicles\_along\_TRANSIT RD on 06/01/2020 17.45\_PersonalAutoLine

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

ACCIDENT INVOLVING SJX7698X AND MINDEF (TP) military vehicles ON 0.01.2020

Dear Sirs,

Thank you for your email, we acknowledge receipt of your letter dated 17.03.2022 and the enclosures on 18.03.2022.

The above accident has not been reported to us by our insured. We are reviewing on your client's claim and will reply to you substantively soon.

For us to deal with your claim, kindly furnish us the scene photos, independent witnesses statement/ video footages. (if available)

Meanwhile, kindly hold your hands on the matter.

For future correspondence, please reply to KHONG Lynn at [lynn.khong@axa.com.sg](mailto:lynn.khong@axa.com.sg)

Thank you.  
Yours faithfully  
AXA Insurance Pte Ltd

-----Original Message-----

From: CST <cst@axa.com.sg>  
Sent: Thursday, 17 March 2022 9:17 PM  
To: SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>; SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>  
Subject: Recovery Claim For MID33311 // DOA: 06/01/2020 // AXA Insured: SJX7698X

Dear Team,

Policy GA508418  
No Claim Number

Please refer to the below email and attachments for your necessary action.

Best Regards,

Dionne Danganan  
Specialist, Customer Care  
AXA Insurance Pte Ltd  
Mailing address: Robinson Road P.O. Box 1094, Singapore 902144 Customer Centre: 9 North Buona Vista Drive, #18-01/06 The Metropolis Tower 1, Singapore 138588  
Tel: +65 68804888  
www.axa.com.sg

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----- Original Message -----

From: Hsiao Tong [chewht@lkkauto.com]  
Sent: 15/03/2022 08:14  
To: cst@axa.com.sg  
Cc: olivialau@lkkauto.com  
Subject: [EXTERNAL] Recovery Claim For MID33311 // DOA: 06/01/2020 // AXA Insured: SJX7698X

Your Ref: To be advised  
LKK Ref: CC2/MIDA22000828/p

Without Prejudice

M/s AXA Insurance Pte Ltd

Dear Sirs,

ACCIDENT INVOLVING MID 33311 & SJX 7698X ON 06/01/2020

We refer to the above matter.

We have been appointed by MINDEF as claims adjuster to handle all traffic accident claims involving military vehicles with effect from December 2021.

We are instructed that the accident was caused by your insured's negligent driving and / or management of his vehicle. As a result of the accident, our principal's vehicle was damaged and our principal has been put to loss and expense, particulars of which are as follows: -

1. Cost of Repair  
\$ 1,143.42  
2. Insurer search Fee  
\$ 2.00  
3. Police Report Fee  
\$ 30.00  
TOTAL  
\$ 1,175.42

A copy of the supporting documents is enclosed.

\* Please be note that repairs of MINDEF vehicles involved in accidents are carried out by MINDEF list of appointed contractors or at the unit's zonal workshops. There is no survey report of MINDEF vehicles.

Kindly look into the above claim and let us have your cheque made payable to "PS DEFENCE" within the next 14 days from this letter.

Thank you.

Best Regards,  
Hsiao Tong, Chew (Ms) | Case Handler  
LKK Auto Consultants Pte Ltd  
Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)<<mailto:chewht@lkkauto.com>> | HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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Internal

Internal

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