

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 31 March 2023 3:13 PM
To: 'soon teck lee'
Subject: RE: Claim Notification - ACCIDENT INVOLVING SKQ 9053T(AXA) AND SLH 2735R ALONG/AT JURONG EAST STREET 31 ON 19/02/2022
Attachments: INSEPTION PHOTOS.pdf

Dear Mr Soon,

For an update, our surveyor had physically conducted survey to third party vehicle and is in the view that the damages sustained to the Third Party vehicle is consistent to the nature of accident as reported. The adjusted repair cost to third party vehicle is at \$5,300.00(before GST) with 5 repair days. The repair cost included the replacement of tailgate, rear bumper, rear bumper clips, rear bumper reverse sensor, rear end panel & labour charges. We attached here with the damage photos during our inspection for your easy reference. The final claim amount including repair cost, rental fee & disbursement will be at \$6,153.00.

We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, February 28, 2022 11:11 AM
To: soon teck lee <teckleesoon@gmail.com>
Subject: RE: Claim Notification - ACCIDENT INVOLVING SKQ 9053T(AXA) AND SLH 2735R ALONG/AT JURONG EAST STREET 31 ON 19/02/2022

Dear Mr Soon,

Thank you for your email.

We are handling the claim for the damages sustained to third party vehicle. Our surveyor had physically conducted inspection to third party vehicle and will assess the damages based on the nature of accident. We will update you after our surveyor has completed his assessment.

For personal injury claim, it will be handled by AXA claim officer directly. You may contact AXA claim officer for further clarification.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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S(408933)

From: soon teck lee <teckleesoon@gmail.com>

Sent: Thursday, 24 February 2022 4:29 PM

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

Subject: Re: Claim Notification - ACCIDENT INVOLVING SKQ 9053T(AXA) AND SLH 2735R ALONG/AT JURONG EAST STREET 31 ON 19/02/2022

Dear Ms Chew,

Just spoken Mei Kwan on 24 Feb 2022 @15:45pm as you were in a meeting. I also called up AXA and spoken to Karen 24 Feb 2022 @15:55pm to inform the incident on 19.02.22 @11:35am. The car already stopped in red light and the foot accidentally leave from brake pedal to pick up thing to cause the slight roll to the front.

On the spot the 3rd party-Lian Yuege was alone and came out to see his bumper with no claim of any injuries at all. If there is injury, he will definitely informed us to take the photo. He requested me to pay an amount of Singapore Dollar Two Thousand S\$2000/- for personal settlement before we proceed to Insurance company on claim, which I disagreed. So we exchanged Nric and handphone number to proceed to claim on insurance instead. Based on both cars photo without anyone on the road between the 2 cars can caused the leg injury?

Can I kindly check if I am able to see the report that what the 3rd party claims against me?

Thanks & Regards

Soon teck lee

teckleesoon@gmail.com

97379298

On 23 Feb 2022, at 9:43 AM, Hsiao Tong (LKKAuto) <chewht@lkkauto.com> wrote:

23 Feb 2022

Mr Soon Teck Lee [By Email only]

Dear Sir/ Mdm

OUR REF : CC4/ASM22001648/Upa3 // S2M03TT5

YOUR REF : SKQ9053T

ACCIDENT INVOLVING SKQ 9053T(AXA) AND SLH 2735R ALONG/AT JURONG EAST STREET 31 ON 19/02/2022

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a third party claim(s) from SLH2735R against your motor insurance policy.

Based on all the available information on hand, we are of the view that liability is not in your favour as it is a head-to-rear collision. We shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following to chewht@lkkauto.com within 7 days from the date of this letter if not provided at our reporting centre. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Driver's work permit (if any)
- Copy of the letter of authorization to confirm that the driver is authorized/allowed to drive the vehicle and what is usage of the vehicle during the accident (if any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to cst@axa.com.sg or deliver it by hand to AXA Customer Care Centre.

This letter should not be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or chewht@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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