

Hsiao Tong (LKKAUTO)

From: EDWIN KANG WEE HUAT (MINDEF) <KANG_Wee_Huat_Edwin@defence.gov.sg>
Sent: Monday, 27 June 2022 6:49 PM
To: Hsiao Tong (LKKAUTO)
Cc: HO AIK SENG, DENNIS (MINDEF); RISHABH RADHAKRISHNAN (MINDEF); Olivia Lau (LKKAUTO)
Subject: Re: CY 22/MID34336/100222/0004 // S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

Message Classification: Official Open
Approved

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Monday, June 27, 2022 5:26:00 PM
To: EDWIN KANG WEE HUAT (MINDEF) <KANG_Wee_Huat_Edwin@defence.gov.sg>
Cc: HO AIK SENG, DENNIS (MINDEF) <HO_Aik_Seng_Dennis@defence.gov.sg>; RISHABH RADHAKRISHNAN (MINDEF) <Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>
Subject: RE: CY 22/MID34336/100222/0004 // S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

Message Classification: Official Open
Dear Maj Edwin,

We have resolved the matter with third party workshop and the total settlement amount is \$6,300.00(all-in).

As TCA is applicable, we have submitted TCA recovery claim to civilian insurer, AXA Insurance Pte Ltd and AXA had offered based on TCA clause 4 as mentioned in email below: -

The summary of claim is as follows: -

	Our Claim Amount	Offer from Civilian Insurer
1. Cost of Repair to MID34336	\$ 18.89	\$18.89
TCA reimbursement to MINDEF @ 50%	\$ 9.45	\$ 9.45

Kindly let us have your acceptance & signed DV for our necessary action.

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: EDWIN KANG WEE HUAT (MINDEF) <KANG_Wee_Huat_Edwin@defence.gov.sg>
Sent: Monday, 27 June 2022 5:02 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: HO AIK SENG, DENNIS (MINDEF) <HO_Aik_Seng_Dennis@defence.gov.sg>; RISHABH RADHAKRISHNAN (MINDEF) <Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: Re: CY 22/MID34336/100222/0004 // S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

Message Classification: Official Open
If based on TCA, should we even initiate claim? It will be non compliance on our part with we proceed to claim right? Even if they offered to pay.

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, June 27, 2022 4:06:20 PM
To: EDWIN KANG WEE HUAT (MINDEF) <KANG_Wee_Huat_Edwin@defence.gov.sg>
Cc: HO AIK SENG, DENNIS (MINDEF) <HO_Aik_Seng_Dennis@defence.gov.sg>; RISHABH RADHAKRISHNAN (MINDEF) <Rishabh_Radhakrishnan@defence.gov.sg>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: IOD: CY 22/MID34336/100222/0004 // S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

Dear Maj Edwin,

We refer to the above matter.

Please be informed that third party vehicle is insured under AXA Insurance Pte Ltd and the type of coverage is Third Party Fire Theft. TCA is applicable, each party shall bear one-half of the damage to MID vehicle.

4. In the event of a collision occurring between a Government Vehicle and an Insured Vehicle insured with the Insurer under a Third Party Policy each Party shall bear one-half of the damage to the Government Vehicle provided the damage to such vehicle does not exceed \$10,000/- and provided that the Insured Vehicle is not being driven by a stranger without pretence of authority.

The summary of claim is as follows: -

	Our Claim Amount	Offer from Civilian Insurer
1. Cost of Repair to MID34336	\$ 18.89	\$18.89
TCA reimbursement to MINDEF @ 50%	\$ 9.45	\$ 9.45

Enclosed herewith : -

- MID34336 relevant documents.
- DV issued by AXA

Kindly let us have your acceptance & signed DV for our necessary action.

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: ANG Yvonne <yvonne.ang@axa.com.sg>

Sent: Monday, 27 June 2022 3:38 PM

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

Subject: S2M03WLO_[REPORTED]_[TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM
ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

'WITHOUT PREJUDICE'
SAVE AS COST

Our Ref: S2M03WLO

Dear Hsiao Tong

Thank you for your email.

Attached is the DV for your completion. Thank you

Regards

Yvonne Ang

Assistant Manager- Motor (Property) Claims

Motor (Property) Claims | 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

Telephone: +65 68804888

Email: yvonne.ang@axa.com.sg



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CONFIDENTIAL

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

Sent: Monday, June 27, 2022 11:27 AM

To: ANG Yvonne <yvonne.ang@axa.com.sg>

Subject: [EXTERNAL] RE: S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM
ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

Without Prejudice

Hi Yvonne,

We regret to inform you that we do not have after repair photos.

The damages sustained to our MID vehicle was on front bumper centre. The repair cost is only labour charges. No replacement of parts.

Hope the above helps. Thank you.



Front View of MID 34336

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: ANG Yvonne <yvonne.ang@axa.com.sg>

Sent: Thursday, 23 June 2022 3:08 PM

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

Subject: S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

'WITHOUT PREJUDICE'

SAVE AS COST

Our Ref: S2M03WLO

Dear Hsiao Tong

As spoken, please let us have the after repair photos of 34336MID.

Do you have clearer photos indicating the damage at front view?

Regards

Yvonne Ang

Assistant Manager- Motor (Property) Claims

Motor (Property) Claims | 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

Telephone: +65 68804888

Email: yvonne.ang@axa.com.sg



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

Sent: Monday, June 20, 2022 2:23 PM

To: ANG Yvonne <yvonne.ang@axa.com.sg>

Subject: [EXTERNAL] RE: S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

Without Prejudice

Hi Yvonne,

Attached as requested.

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: ANG Yvonne <yvonne.ang@axa.com.sg>

Sent: Saturday, 18 June 2022 2:38 PM

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

Subject: S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

'WITHOUT PREJUDICE'
SAVE AS COST

Our Ref: S2M03WLO

Dear Hsiao Tong

We refer to your claim.

Kindly assist to furnish us the after repair photographs of SH9839X and the DV to enable us assess the claim.

Regards

Yvonne Ang

Assistant Manager- Motor (Property) Claims

Motor (Property) Claims | 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

Telephone: +65 68804888

Email: yvonne.ang@axa.com.sg



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CONFIDENTIAL

From: do not reply <donotreply@axa.com.sg>

Sent: Friday, June 3, 2022 2:39 PM

To: chewht@lkkauto.com

Cc: filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; ANG Yvonne <yvonne.ang@axa.com.sg>

Subject: S2M03WLO_[REPORTED]_ [TP REF:CC2/MIDA22001810/Vpq2 TP PROPERTY_DAMAGED CLAIM ACKNOWLEDGEMENT FOR_TP PROPERTY DAMAGED CLAIM

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/ Madam,

We refer to your claim.

We confirm that we are the insurer of vehicle number SH9839X

Please provide us with the following documents to support your claim:

1. Letter to quantify claim
2. Police Report
3. Coloured Scene Photos
4. Coloured Before Repair Photos of property (Minimum 3 photos)
5. Coloured After Repair Photos of property (Minimum 5 Photos)
6. Repair Quotations (Minimum 3 Quotations)
7. Final Repair Bill
8. CCTV footage of accident
9. All other relevant documents to support the claim

*We reserve our rights to conduct investigation/ site survey/ site inspection if needed.

Please make copies of the documents submitted for your own record as we will not be returning them to you.

For future correspondence, please reply to ANG Yvonne at yvonne.ang@axa.com.sg

Thank you.

Yours faithfully

AXA Insurance Pte Ltd

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