

## Meng Yan (LKK Auto)

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**From:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Sent:** Wednesday, 2 March, 2022 5:17 PM  
**To:** Meng Yan (LKK Auto); 'SUR'; 'assignments'  
**Cc:** filenet-ctom-p-sg  
**Subject:** S1M03N5A\_PEND\_CONFIRMATION\_FROM\_TP\_ON\_REINSPECTION\_[TP REF:AP/2021/004360]\_Accident Involving SHB4271C & SMY4141P \_along\_TAMPINES AVENUE 10 TOWARDS TPE BEFORE TAMPINES on 27/11/2021 PersonalAutoLine

Dear Yan,

TP LOD with all relevant supporting documents had been shared in SC folder.

Please be advised that we are still pending for the confirmation from TP lawyers on the physical reinspection arrangement.

Thanks & Regards,



**Cynthia Loh** | Specialist, Motor Claims Department  
**AXA Insurance Pte Ltd**  
8 Shenton Way, #24-01 AXA Tower, Singapore 068811  
Email: [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)  
Customer Care No. 1800 8804888  
[www.axa.com.sg](http://www.axa.com.sg)



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Internal

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**From:** Meng Yan (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Wednesday, March 2, 2022 4:32 PM  
**To:** LOH Cynthia <cynthia.loh@axa.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>  
**Subject:** [EXTERNAL] RE: S1M03N5A\_[TP REF:AP/2021/004360]\_Accident Involving SHB4271C & SMY4141P \_along\_TAMPINES AVENUE 10 TOWARDS TPE BEFORE TAMPINES on 27/11/2021 PersonalAutoLine

Dear Cynthia,

Thank you for the assignment.

Please provide relevant document.

Thank you.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>

**Sent:** Wednesday, 2 March, 2022 3:58 PM

**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>

**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>

**Subject:** RE: S1M03N5A\_[TP REF:AP/2021/004360]\_Accident Involving SHB4271C & SMY4141P \_along\_ TAMPINES AVENUE 10 TOWARDS TPE BEFORE TAMPINES on 27/11/2021  
PersonalAutoLine

**‘WITHOUT PREJUDICE’**  
**SAVE AS TO COSTS**

Dear Caroline,

Good day to you.

We refer to your email below.

We would like to conduct a physical re-inspection of your client's vehicle. 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 7 days of lead-time.

This is to allow us to co-ordinate with the surveyor concerning the re-inspection date and time.

May we hear from you in due course.

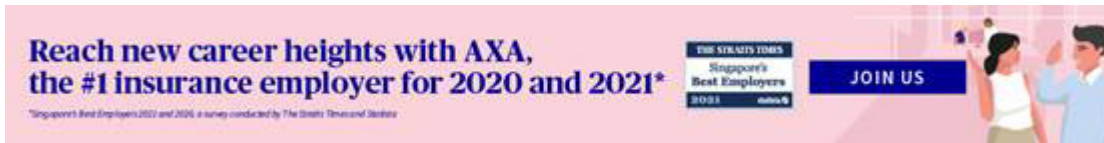
\*Please note that we have terminated our fax-line. Hence, please send your correspondences to our two common mail boxes instead.

- For OD/TP surveys, email to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)
- For other correspondences, email to [motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)

Regards,



**Cynthia Loh** | Specialist, Motor Claims Department  
**AXA Insurance Pte Ltd**  
8 Shenton Way, #24-01 AXA Tower, Singapore 068811  
Email: [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)  
Customer Care No. 1800 8804888  
[www.axa.com.sg](http://www.axa.com.sg)



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**From:** Caroline <[caroline@apl.com.sg](mailto:caroline@apl.com.sg)>  
**Sent:** Tuesday, February 22, 2022 3:25 PM  
**To:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>; filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>  
**Cc:** Charles Hoon <[charles@apl.com.sg](mailto:charles@apl.com.sg)>  
**Subject:** [EXTERNAL] RE: S1M03N5A\_[TP REF:AP/2021/004360]\_Accident Involving SHB4271C & SMY4141P\_along\_TAMPINES AVENUE 10 TOWARDS TPE BEFORE TAMPINES on 27/11/2021  
PersonalAutoLine

**WITHOUT PREJUDICE**

Dear Cynthia,

Good day

May we have an update on the below email .

Thank you

**Please note that our office will still be tele-commuting. Please correspond with us through email only.**

**As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.**

**Stay safe. Stay healthy.**

**Regards,  
Caroline Secretary to Mr Charles Hoon**

**AP** Law Practice LLC  
151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876  
T: 6955 8899 F: 6900 9899 E: [caroline@apl.com.sg](mailto:caroline@apl.com.sg)  
Singapore UEN No.: 201939937D

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**From:** Caroline  
**Sent:** Tuesday, January 25, 2022 11:14 AM  
**To:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>; filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>

**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>

**Subject:** RE: S1M03N5A\_[TP REF:AP/2021/004360]\_Accident Involving SHB4271C & SMY4141P  
\_along\_TAMPINES AVENUE 10 TOWARDS TPE BEFORE TAMPINES on 27/11/2021  
PersonalAutoLine

**WITHOUT PREJUDICE**

Dear Sirs,

Good day,

We refer to the below email, in which you proposed a re-inspection on our client's vehicle SMY4141P.

We would like to confirm with you, whether you wish to conduct a paper survey or a physical re-inspection before we take our client's instruction.

We look forward to your favourable reply.

Thank you.

Please note that our office will still be tele-commuting. Please correspond with us through email only.

As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.

Stay safe. Stay healthy.

Regards,

**Caroline Secretary to Mr Charles Hoon**

**AP** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)

Singapore UEN No.: 201939937D

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

**Sent:** Tuesday, January 25, 2022 10:37 AM

**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>

**Cc:** filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>; LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>

**Subject:** S1M03N5A\_[TP REF:AP/2021/004360]\_Accident Involving SHB4271C & SMY4141P  
\_along\_TAMPINES AVENUE 10 TOWARDS TPE BEFORE TAMPINES on 27/11/2021  
PersonalAutoLine

**ACCIDENT INVOLVING SHB4271C AND SMY4141P ON 27/11/2021**

Without Prejudice

We acknowledge receipt of your letter dated 24/01/2022 and the enclosures on 24/01/2022

We would like to conduct a re-inspection of your client's vehicle **SMY4141P**. 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 .

May we hear from you in due course.

For future correspondence, please reply to LOH Cynthia at [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)

**Regards,**  
**Shailendra**

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**From:** Caroline [<mailto:caroline@aplp.com.sg>]  
**Sent:** Monday, January 24, 2022 5:15 PM  
**To:** SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** [EXTERNAL] NEW LOD: Your Ref:SHB4271C , Our ref:AP/2021/004360 ; RTA ON ON 27 NOVEMBER 2021 AT ABOUT 2323HRS HRS INVOLVING MOTOR VEHICLES NO(S). SMY4141P AND SHB4271C ALONG TAMPINES AVENUE 10 TOWARDS TPE BEFORE TAMPINES AVENUE 1

**WITHOUT PREJUDICE**

Dear Sir / Mdm,

We refer to the above matter.

Please find attached a copy of our Letter of Demand dated 24-01-2022 together with all the supporting documents for your attention.

Kindly acknowledge receipt.

Thank you.

Please note that our office will still be tele-commuting. Please correspond with us through email only.

As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.

Stay safe. Stay healthy.

**Regards,**  
**Caroline Secretary to Mr Charles Hoon**

**AP** Law Practice LLC  
151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876  
T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)  
Singapore UEN No.: 201939937D

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