

## Rajeswari

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**From:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Sent:** Tuesday, 20 September 2022 3:17 PM  
**To:** jiapei  
**Cc:** assignments; SUR; filenet-ctom-p-sg; AsherSng@lkkauto.com; Meikwan@lkkauto.com; admin-a@lkkauto.com; Motor Claims  
**Subject:** S2M045NF\_CONFIRMATION\_REQUEST\_FOR\_PHYSICAL\_REINSPECTION\_[TP REF:JP/DS/22/3176/AF]\_ACCIDENT INVOLVING SHD4531S & SJJ7663U ON 29/06/2022 17.05

### **'WITHOUT PREJUDICE'**

#### **SAVE AS TO COSTS**

Dear Jiapei,

Thank you for your prompt arrangement.

We confirm the appointment as follows:

Date: Tuesday, 27/09/2022

Time: 11.30am

Address: Autofriend Services at 27A Jurong Port Road #01-15/27, Singapore 619101

Contact: 6268 3065 (Mrs. Lee)

\*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)

Best Regards,

**Cynthia Loh**

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

Email: [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)



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**From:** jiapei <jiapei@kscgp.com>  
**Sent:** Tuesday, September 20, 2022 12:00 PM  
**To:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Cc:** filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; AsherSng@lkkauto.com; Meikwan@lkkauto.com; admin-a@lkkauto.com; Motor Claims <motorclaims@kscgp.com>  
**Subject:** [EXTERNAL] Re: S2M045NF\_REMINDER\_REQUEST\_FOR\_PHYSICAL\_REINSPECTION\_[TP REF:JP/DS/22/3176/AF]\_ACCIDENT INVOLVING SHD4531S & SJJ7663U ON 29/06/2022 17.05

Dear Cynthia,

Please confirm appointment as follows: -

Date: Tuesday, 27/09/2022  
Time: 11.30am  
Address: Autofriend Services at 27A Jurong Port Road #01-15/27, Singapore 619101  
Contact: 6268 3065 (Mrs. Lee)

*In light of the COVID-19 outbreak, our staff members will be working from home. Please expect delays in our replies during this time. We apologize for any inconvenience caused.*

Thank you and best regards,

Hue Jiapei  
M/s KSCGP Juris LLP  
Tel: 6538 3611 / DID: 3152 0985  
Fax: 6538 3708  
E-mail: [jiapei@kscgp.com](mailto:jiapei@kscgp.com)

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**From:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>  
**Sent:** 19 September 2022 18:47  
**To:** jiapei <[jiapei@kscgp.com](mailto:jiapei@kscgp.com)>  
**Cc:** filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>; [AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com) <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims

<[motorclaims@kscgp.com](mailto:motorclaims@kscgp.com)>

**Subject:** S2M045NF\_REMINDER\_REQUEST\_FOR\_PHYSICAL\_REINSPECTION\_[TP REF:JP/DS/22/3176/AF]\_ACCIDENT INVOLVING SHD4531S & SJJ7663U ON 29/06/2022 17.05

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir/Mdm,

Thank you for your email below.

Yes. We would like to conduct a physical reinspection of your client's vehicle.

Kindly assist on the said arrangement and let us know a suitable date and time at least 7 days of lead-time.

This is to allow us to co-ordinate with the surveyor concerning the physical reinspection 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)

Your sincerely,

**Cynthia Loh**

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

Email: [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)



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**From:** jiapei <[jiapei@kscgp.com](mailto:jiapei@kscgp.com)>

**Sent:** Monday, September 19, 2022 6:43 PM

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

**Cc:** filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>; [AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com); [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); [3](mailto:admin-</a></p></div><div data-bbox=)

[a@lkkauto.com](mailto:a@lkkauto.com); Motor Claims <[motorclaims@kscgp.com](mailto:motorclaims@kscgp.com)>

**Subject:** [EXTERNAL] Re: S2M045NF\_REMINDER\_REQUEST\_FOR\_PHYSICAL\_REINSPECTION\_[TP REF:JP/DS/22/3176/AF]\_ACCIDENT INVOLVING SHD4531S & SJJ7663U ON 29/06/2022 17.05

Dear Sirs,

We refer to the above matter.

We are instructed that your surveyor had attended at our client's workshop to inspect our client's vehicle on 3 occasions.

Please let us know if you still require a further reinspection.

*In light of the COVID-19 outbreak, our staff members will be working from home. Please expect delays in our replies during this time. We apologize for any inconvenience caused.*

Thank you and best regards,

Hue Jiapei  
M/s KSCGP Juris LLP  
Tel: 6538 3611 / DID: 3152 0985  
Fax: 6538 3708  
E-mail: [jiapei@kscgp.com](mailto:jiapei@kscgp.com)

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

**Sent:** 19 September 2022 17:19

**To:** Support Accident <[support.accident@kscgp.com](mailto:support.accident@kscgp.com)>

**Cc:** filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin LKK (<[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>)' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>" <'Admin LKK (<[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>)' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** S2M045NF\_REMINDER\_REQUEST\_FOR\_PHYSICAL\_REINSPECTION\_[TP REF:JP/DS/22/3176/AF]\_ACCIDENT INVOLVING SHD4531S & SJJ7663U ON 29/06/2022 17.05

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir/Mdm,

We refer to our email below dated 12/08/2022.

We would like to conduct a physical reinspection 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 physical reinspection 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)

Your sincerely,

**Cynthia Loh**

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

Email: [cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)



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

**Sent:** Friday, August 12, 2022 3:50 PM

**To:** Support Accident <[support.accident@kscgp.com](mailto:support.accident@kscgp.com)>

**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:** S2M045NF\_[TP REF:JP/DS/22/3176/AF]\_Accident Involving SHD4531S & SJJ7663U\_along CTE (BUKIT MERAH FLYOVER) on 29/06/2022 17.05PersonalAutoLine

**ACCIDENT INVOLVING SHD4531S & SJJ7663U ON 29.06.2022**

**Without Prejudice**

We acknowledge receipt of your letter dated 12.08.2022 and the enclosures on 12.08.2022

We would like to conduct a re-inspection of your client's vehicle SJJ7663U 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 .

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

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**From:** Support Accident <[support.accident@kscgp.com](mailto:support.accident@kscgp.com)>

**Sent:** Friday, 12 August 2022 3:38 PM

**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>

**Cc:** jiapei <[jiapei@kscgp.com](mailto:jiapei@kscgp.com)>; Motor Claims <[motorclaims@kscgp.com](mailto:motorclaims@kscgp.com)>

**Subject:** [EXTERNAL] LOC- Your Insured-SHD 4531S/ Our Ref-JP/DS/22/3176/AF-ACCIDENT INVOLVING SJJ 7663U, GBL 3655D, SHD 4531S AND SMZ 5133B ALONG CTE (AYE) BEFORE BRADDELL ON 29.06.2022

Dear Sirs,

We refer to the above matter.

We enclose herein our letter of claim with supporting documents dated 12 August 2022 for your attention.

Kindly acknowledge receipt.

*In light of the COVID-19 outbreak, our staff members are working from home. Please expect delays in our replies during this time. We apologize for any inconvenience caused.*

Best Regards,

John

For and on behalf of Ms Hue Jiapei

KSCGP Juris LLP

133 New Bridge Road

#17-03 Chinatown Point

Singapore 059413

Tel: 6538 3611 / Fax: 6538 3708

Email: [support.accident@kscgp.com](mailto:support.accident@kscgp.com)

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