

Hsiao Tong (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Monday, 14 November 2022 3:50 PM
To: Hwee Ley; Hsiao Tong (LKKAUTO)
Cc: Anthony Goh; CS A Team; Admin A
Subject: RE: ACCIDENT INVOLVING SCW 260J & PD 546G ALONG/AT 49 BEDOK WALK ON 11/11/2022 07:20 *** LKK REF: CC4/ASM22011336/Upa3 // AXA REF: S2M04EO5

Dear Hwee Ley,

We have updated AXA and provided the quotation (fire access gate) to AXA.

AXA will follow up for this matter.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Hwee Ley <hweeley@gmail.com>
Sent: Monday, 14 November 2022 2:02 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Anthony Goh <gohwl@singnet.com.sg>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING SCW 260J & PD 546G ALONG/AT 49 BEDOK WALK ON 11/11/2022 07:20

Dear Hsiao Tong,

The accident report has been corrected by BMW and is appended for your reference.

East Village has provided a quote for the repair of their fire access gate. As advised by PML, I have requested Ms Sylvia Wong (HP: 8893 6679) from East Village management to send this officially to AXA. Would it suffice to send this to you or should this be forwarded to cst@axa.com.sg? Ms Wong from East Village is asking for a specific contact person and email address. Thank you.

Warm Regards,

Lim Hwee Ley

On 14 Nov 2022, at 8:39 AM, Hwee Ley <hweeley@gmail.com> wrote:

Dear Hsiao Tong,

Please see the accident report filed by Performance Motors on Fri, 11 Nov 2022. This involved SCW260J and PD546G as well as property damage to East Village.

The report has errors and is incomplete.

1) The type of accident should be 'Collided into Parked Vehicle' instead of 'Collided into Property'. I was told by the advisor that he can only include one type and he would indicate 'Collided into Parked Vehicle'.

2) The details of the van were not included.

- Vehicle registration PD546G
- Name of driver, Ang Kok Heng (Hong Gouxing)
- NRIC of driver, Sxxxx605J
- Nature of damage: Front
- Number of passengers: 0

3) Details of property damaged in accident - East Village fire access gate

4) Gender of passenger, Low CHOY KWAN, is female (I had missed completing this field)

Could you please advise me on any follow up to correct the accident report? Thank you.

<Full_accident_report_8726323_11-11-2022_153219.pdf>

<IMG_6118.jpeg>

<IMG_6117.jpeg>

<IMG_6116.jpeg>

Warm Regards

Lim Hwee Ley

Begin forwarded message:

From: <gohwl@singnet.com.sg>

Subject: Fw: ACCIDENT INVOLVING SCW 260J & PD 546G ALONG/AT 49 BEDOK WALK ON 11/11/2022 07:20

Date: 11 November 2022 at 10:09:38 PM SGT

To: "'Hwee Ley Lim'" <hweeley@gmail.com>

From: [Mei Kwan \(LKKAUTO\)](#)

Sent: Friday, November 11, 2022 6:00 PM

To: GOHWL@SINGNET.COM.SG

Cc: [Hsiao Tong \(LKKAUTO\)](#) ; [Admin A](#) ; [CS A Team](#)

Subject: ACCIDENT INVOLVING SCW 260J & PD 546G ALONG/AT 49 BEDOK WALK ON 11/11/2022 07:20

ATTN : GOH WEE LENG ANTHONY

56 MINBU ROAD

#08-02

SINGAPORE 308185

Dear Sir,

OUR REF : S2M04EO5 // CC4/ASM22011336/Upa3

**YOUR REF : SCW 260J
ACCIDENT INVOLVING SCW 260J & PD 546G ALONG/AT 49
BEDOK WALK ON 11/11/2022 07:20**

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Singapore Pte Ltd to deal with the third-party claim against your motor policy.

We have received a third-party claim(s) acting on behalf of the owner of **PD 546G** against your motor insurance policy.

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

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit <https://www.axa.com.sg/customer-care/personal/motor/motor-claims>

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)
- Copy of the letter of authorization
- 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 Insurance Pte Ltd Customer Care Centre.

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven **(7) days** from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

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.

Yours sincerely,
Chew Hsiao Tong

CC : AXA INSURANCE PTE LTD
Motor Claim Department

<tp statement.pdf>

<AXA -LETTER TO INSURED NON REPORTING.pdf>