

## Veron Chen (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 23 December 2022 5:55 PM  
**To:** SUR  
**Subject:** RE: S2M04FWO\_ONE\_CAUSE\_OF\_ACTION\_[TP REF:SC.GMW.2139.22.aa]\_Accident Involving SH8044D & FBQ5000D\_along\_BEDOK SOUTH AVENUE 1 on 02-12-2022 13.30\_PersonalAutoLine

CS3/ASM22012308/Tvp3

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

---

**From:** LOH Cynthia <cynthia.loh@axa.com.sg>  
**Sent:** Friday, 23 December 2022 2:13 PM  
**To:** Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** SG AXA Insurance SM Motor Doc <motor.doc@axa.com.sg>; gerald@singhnco.com  
**Subject:** S2M04FWO\_ONE\_CAUSE\_OF\_ACTION\_[TP REF:SC.GMW.2139.22.aa]\_Accident Involving SH8044D & FBQ5000D\_along\_BEDOK SOUTH AVENUE 1 on 02-12-2022 13.30\_PersonalAutoLine

Dear LKK,

Please assist with the email below.

\*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)

Thanks & Regards,

**Cynthia Loh**

Specialist | Motor Claims Department

**AXA Insurance Pte Ltd**

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

**Customer Care No:** 1800 8804888

*Mailing address: Robinson Road P.O. Box 1094 Singapore 902144*

*Courier and deliveries: 9 North Bouna Vista Drive #18-01/06 The Metropolis Tower 1 Singapore 138588*



Please consider the environment before printing this message

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Internal

---

**From:** [gerald@singhnco.com](mailto:gerald@singhnco.com) <[gerald@singhnco.com](mailto:gerald@singhnco.com)>  
**Sent:** Friday, December 23, 2022 12:16 PM  
**To:** LOH Cynthia <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>  
**Cc:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>  
**Subject:** [EXTERNAL] RE: S2M04FWO\_ONE\_CAUSE\_OF\_ACTION\_[TP REF:SC.GMW.2139.22.aa]\_Accident Involving SH8044D & FBQ5000D\_along\_BEDOK SOUTH AVENUE 1 on 02-12-2022 13.30\_PersonalAutoLine  
**Importance:** High

**AXA: SH8044D**  
**SINGH&CO.: SC.GMW.2139.22.aa**

**CLAIM BY SOH SANDY ANNE, NRIC NO. S8132280E**  
**OWNER OF FBQ5000D AGAINST OWNER/DRIVER OF SH8044D**

Dear Cynthia,

We refer to the above.

We understand that **LKK Auto Consultants have completed their Pre-Repair Inspection of our client's motorcycle FBQ5000D** on 22 December 2022.

In the circumstances, **kindly let us have LKK's Finalised Repair Estimate for our client's confirmation** as soon as possible.

Thank You & Best Regards,  
Gerald Martin Wee

SINGH & CO.  
77, High Street, #10-09,  
High Street Plaza,  
Singapore 179433.

Tel: +65 6338 3766  
Fax: +65 6338 3762

---

**From:** [gerald@singhnco.com](mailto:gerald@singhnco.com) <[gerald@singhnco.com](mailto:gerald@singhnco.com)>  
**Sent:** Friday, 9 December 2022 11:42 AM  
**To:** 'LOH Cynthia' <[cynthia.loh@axa.com.sg](mailto:cynthia.loh@axa.com.sg)>  
**Cc:** 'SG AXA Insurance SM AXA SGP - Motor Survey' <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>; 'SG AXA Insurance SM Claims Service Team' <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; 'filenet-ctom-p-sg' <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>

**Subject:** RE: S2M04FWO\_ONE\_CAUSE\_OF\_ACTION\_[TP REF:SC.GMW.2139.22.aa]\_Accident Involving SH8044D & FBQ5000D\_along\_BEDOK SOUTH AVENUE 1 on 02-12-2022 13.30\_PersonalAutoLine

**Importance:** High

**AXA: SH8044D**

**SINGH&CO.: SC.GMW.2139.22.aa**

**CLAIM BY SOH SANDY ANNE, NRIC NO. S8132280E**

**OWNER OF FBQ5000D AGAINST OWNER/DRIVER OF SH8044D**

Dear Cynthia,

Thank you for your email of 9 December 2022 below.

We write to **confirm that our client was injured as a result of this accident and will also be making claim for injury compensation.**

And confirm that **we shall quantify our client's claim (both property damage and bodily injury) into one Letter of Demand** once we have received all her documents in support of the same.

Thank You & Best Regards,  
Gerald Martin Wee

SINGH & CO.  
77, High Street, #10-09,  
High Street Plaza,  
Singapore 179433.

Tel: +65 6338 3766

Fax: +65 6338 3762

---

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

**Sent:** Friday, 9 December 2022 9:36 AM

**To:** [gerald@singhnco.com](mailto:gerald@singhnco.com)

**Cc:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>

**Subject:** S2M04FWO\_ONE\_CAUSE\_OF\_ACTION\_[TP REF:SC.GMW.2139.22.aa]\_Accident Involving SH8044D & FBQ5000D\_along\_BEDOK SOUTH AVENUE 1 on 02-12-2022 13.30\_PersonalAutoLine

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Gerald,

We refer to the above matter.

Please confirm whether your client is also claiming for injury.

If yes, upon finalization please quantify your client's claim (both property damage and bodily injury claim) into one Letter of Demand in light of one cause of action, save as to costs and expenses.

All our rights on costs is hereby reserved.

\*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)

Thanks & Regards,

**Cynthia Loh**

Specialist | Motor Claims Department

**AXA Insurance Pte Ltd**

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

**Customer Care No: 1800 8804888**

*Mailing address: Robinson Road P.O. Box 1094 Singapore 902144*

*Courier and deliveries: 9 North Bouna Vista Drive #18-01/06 The Metropolis Tower 1 Singapore 138588*



Please consider the environment before printing this message

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Internal

**From:** [gerald@singhnco.com](mailto:gerald@singhnco.com) <[gerald@singhnco.com](mailto:gerald@singhnco.com)>

**Sent:** Thursday, December 8, 2022 12:51 PM

**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>; SG AXA Insurance SM Claims Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>

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

**Subject:** S2M04FWO [EXTERNAL] RE: S2M04FWO\_[TP REF:SC.GMW.2139.22.aa]\_Accident Involving SH8044D & FBQ5000D\_along\_BEDOK SOUTH AVENUE 1 on 02-12-2022 13.30\_PersonalAutoLine

**Importance:** High

**AXA: SH8044D**

**SINGH&CO.: SC.GMW.2139.22.aa**

**CLAIM BY SOH SANDY ANNE, NRIC NO. S8132280E**

**OWNER OF FBQ5000D AGAINST OWNER/DRIVER OF SH8044D**

#### **APPOINTMENT OF SURVEYOR**

Dear Sirs,

We refer to your email of 8 December 2022 below.

Our client agrees to appoint **LKK Auto Consultants Pte Ltd** for the conduct of the Pre-Repair Inspection of her motorcycle.

As previously advised, our client's motorcycle is presently located at her repairer's workshop,

**M.1 Motoring**

411-421, Changi Road  
Singapore 419860  
Tel: **9798-8118 (Xiao Long)**

You may liaise directly with Xiao Long, M1 Motoring at his contact details stated above.

Thank You & Best Regards,  
Gerald Martin Wee

SINGH & CO.  
77, High Street, #10-09,  
High Street Plaza,  
Singapore 179433.

Tel: +65 6338 3766  
Fax: +65 6338 3762

---

**From:** do not reply <[donotreply@axa.com.sg](mailto:donotreply@axa.com.sg)>  
**Sent:** Thursday, 8 December 2022 12:38 PM  
**To:** [gerald@singhnco.com](mailto:gerald@singhnco.com)  
**Cc:** filenet-ctom-p-sg <[filenet-ctom-p-sg@axa.com.hk](mailto:filenet-ctom-p-sg@axa.com.hk)>  
**Subject:** S2M04FWO\_[TP REF:SC.GMW.2139.22.aa]\_Accident Involving SH8044D & FBQ5000D\_along\_BEDOK SOUTH AVENUE 1 on 02-12-2022 13.30\_PersonalAutoLine

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

**Please do not reply to this email as we are not able to respond to messages sent to this email. We seek your cooperation to send all replies to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)**

Dear Sir,

We want to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the attached list below to conduct the joint pre-repair survey as a Single Joint Expert.

<b>List of our motor surveyors:</b>
1. LKK Auto Consultants Pte Ltd
2. Vicom Ltd
3. AXA in house surveyor

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert. You may select one or more of the listed motor surveyors. We will bear the cost of the pre-repair survey carried out by the single joint expert. Meanwhile, please furnish us with estimate quotation in order for our surveyor to complete the pre repair survey.

**If there be any injury claims by your client, please combine it in one Letter of Demand in light of one cause of action, save as to costs and expenses.**

Should you have any other queries, please feel free to contact our Claims Service Team at 1800-8804888.

Regards,  
Nagesh

---

**From:** [gerald@singhnco.com](mailto:gerald@singhnco.com) <[gerald@singhnco.com](mailto:gerald@singhnco.com)>  
**Sent:** Thursday, 8 December 2022 12:20 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>; SG AXA Insurance SM Claims

Service Team <[cst@axa.com.sg](mailto:cst@axa.com.sg)>; SG AXA Insurance SM Motor Doc <[motor.doc@axa.com.sg](mailto:motor.doc@axa.com.sg)>

**Subject:** S2M04FWO [EXTERNAL] ACCIDENT ON 2 DECEMBER 2022 BETWEEN FBQ5000D AND SH8044D ALONG BEDOK SOUTH AVENUE 1

**Importance:** High

**AXA: SH8044D**

**SINGH&CO.: SC.GMW.2139.22.aa**

**PRE-REPAIR INSPECTION NOTICE**

Dear Sirs,

**CLAIM BY SOH SANDY ANNE, NRIC NO. S8132280E  
OWNER OF FBQ5000D AGAINST OWNER/DRIVER OF SH8044D**

We act for Soh Sandy Anne rider/owner of FBQ5000D that was damaged as a result of the above accident.

Attached are photos taken at the scene of the accident and the LTA Search on SH8044D, for your attention and records.

Please take note that our client's motorcycle is presently located at her repairer's workshop,

**M.1 Motoring**

411-421, Changi Road

Singapore 419860

Tel: **9798-8118 (Xiao Long)**

You may liaise directly with Xiao Long, M1 Motoring at his contact details stated above.

Kindly let us know within 2 (two) working days from your receipt of this Notice if you will be conducting a pre-repair inspection of our client's vehicle.

Take notice that our client shall proceed to appoint her own surveyor and repair her vehicle without any further reference to you, if we do not hear from you within the next 2 (two) days.

Yours faithfully,  
Gerald Martin Wee

SINGH & CO.  
77, High Street, #10-09,  
High Street Plaza,  
Singapore 179433.

Tel: +65 6338 3766

Fax: +65 6338 3762

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Singapore - Externals or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

Internal

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Singapore - Externals or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

Internal

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

-----Disclaimer-----

This message may contain confidential information intended solely for the use of the named addressee. If you are not the intended recipient, you should not read, use, disclose or reproduce the content of this message. If you have received this message by mistake, please notify the sender immediately. Any views or opinions presented in this message are solely those of the author and do not necessarily represent those of AXA Insurance Pte Ltd or any other entity of the AXA Group, unless otherwise stated by the sender and duly authorized by the said companies.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.