

Veron Chen (LKKAUTO)

From: LEE KATIE <katielee@uoi.com.sg>
Sent: Monday, 1 July 2024 3:57 PM
To: Veron Chen (LKKAUTO)
Cc: SUR; Rajes (LKK Auto); DARREN ONG JIN WEE; assignments
Subject: RE: OD claim - SKV7359Z (DOA: 23/06/2024) / M13D00032407

Dear Veron,

Thanks for your call.

Please proceed to authorize repair upto S\$11,600.

Katie Lee

Senior Manager, Claims Division

DID (65) 6490 9318 | Fax (65) 6327 3872 | Email katielee@uoi.com.sg



Member of the UOB Group

United Overseas Insurance Limited

146 Robinson Road, #02-01 UOI Building, Singapore 068909

www.uoi.com.sg

UOI EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOI nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOI or any entity in the UOB Group.

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, July 1, 2024 2:16 PM
To: LEE KATIE <katielee@uoi.com.sg>
Cc: SUR <sur@lkkauto.com>; Rajes (LKK Auto) <rajes@lkkauto.com>; DARREN ONG JIN WEE <DarrenOng@uoi.com.sg>; assignments <assignments@lkkauto.com>
Subject: RE: OD claim - SKV7359Z (DOA: 23/06/2024)

CAUTION: This email originated from outside of the organization. **Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear Katie,

Vehicle recommended lump sum estimated \$11,600.00

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: sur@lkkauto.com fax:6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: LEE KATIE <katielee@uoi.com.sg>
Sent: Monday, July 1, 2024 2:02 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Rajes (LKK Auto) <rajes@lkkauto.com>; DARREN ONG JIN WEE <DarrenOng@uoi.com.sg>; assignments <assignments@lkkauto.com>
Subject: RE: OD claim - SKV7359Z (DOA: 23/06/2024)

Dear Veron,

The insured vehicle is 9 years old. The total repair cost as recommended is S\$14,505 which exceeds the economical margin for repair at S\$14,168.

Why can't we recommend to repair on lump sum basis ?

Katie Lee

Senior Manager, Claims Division
DID (65) 6490 9318 | Fax (65) 6327 3872 | Email katielee@uoi.com.sg



Member of the UOB Group

United Overseas Insurance Limited

146 Robinson Road, #02-01 UOI Building, Singapore 068909
www.uoi.com.sg

UOI EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOI nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOI or any entity in the UOB Group.

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Monday, July 1, 2024 1:40 PM
To: Rajes (LKK Auto) <rajes@lkkauto.com>; LEE KATIE <katielee@uoi.com.sg>; DARREN ONG JIN WEE <DarrenOng@uoi.com.sg>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OD claim - SKV7359Z (DOA: 23/06/2024)

CAUTION: This email originated from outside of the organization. **Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear Katie,

Enclosed preliminary revised of vehicle SKV 7359Z
Date of survey: 1/7/2024
Number of days (estimated) : 8 days

Lump sum Repair

We have Not authorise repair.

Kindly let us have your approval and provides claim number

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: sur@lkkauto.com fax:6256-4315

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

From: Rajes (LKK Auto) <rajes@lkkauto.com>

Sent: Friday, June 28, 2024 3:03 PM

To: LEE KATIE <katielee@uoi.com.sg>; DARREN ONG JIN WEE <DarrenOng@uoi.com.sg>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: OD claim - SKV7359Z (DOA: 23/06/2024)

Dear Katie,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: LEE KATIE <katielee@uoi.com.sg>

Sent: Friday, June 28, 2024 2:58 PM

To: Florence Loh <fa_autoservices@falconair.com.sg>

Cc: DARREN ONG JIN WEE <DarrenOng@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD claim - SKV7359Z (DOA: 23/06/2024)

Dear Florence,

We will appoint surveyor from M/s Lkk Auto to contact you.

Aside to LKK, please proceed with this new assignment, policy excess S\$800.

Katie Lee

Senior Manager, Claims Division



Member of the UOB Group

United Overseas Insurance Limited

146 Robinson Road, #02-01 UOI Building, Singapore 068909

www.uoi.com.sg

UOI EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOI nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOI or any entity in the UOB Group.

From: Florence Loh <fa_autoservices@falconair.com.sg>

Sent: Friday, June 28, 2024 12:04 PM

To: LEE KATIE <katielee@uoi.com.sg>; DARREN ONG JIN WEE <DarrenOng@uoi.com.sg>

Subject: FW: OD claim - SKV7359Z (DOA: 23/06/2024)

CAUTION: This email originated from outside of the organization. **Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Good afternoon Ms Katie,

Would like to check if this OD claim has been register and a surveyor has been assigned. Insured call to checking on his claim status.

Thank you.

Florence Loh
Falcon Air Auto Services Pte Ltd
176 Sin Ming Drive #01-06
Sin Ming Autocare
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

From: Florence Loh <fa_autoservices@falconair.com.sg>

Sent: Thursday, 27 June 2024 12:37 PM

To: 'LEE KATIE' <katielee@uoi.com.sg>; 'DARREN ONG JIN WEE' <DarrenOng@uoi.com.sg>

Cc: andy (andy@falconair.com.sg) <andy@falconair.com.sg>; 'indran@falconair.com.sg' <indran@falconair.com.sg>

Subject: RE: OD claim - SKV7359Z (DOA: 23/06/2024)

Good afternoon Ms Katie,

Insured is making an OD claim.

Attach estimate and documents for your perusal.

Please arrange for vehicle survey at our Sin Ming w/shop, vehicle is in and kindly advise if insured has LOU benefit.

Thank you.

Florence Loh
Falcon Air Auto Services Pte Ltd
176 Sin Ming Drive #01-06
Sin Ming Autocare
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862