

Hsiao Tong (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Tuesday, 27 March 2018 8:22 AM
To: Hsiao Tong (LKKAuto)
Cc: Zaini (LKK Auto); Admin A
Subject: FW: <Seek Mandate> Your Ref: VC010890 *LKK REF: CC4/QBE17022461/Gpa3s2 [ACCIDENT INVOLVING GT7803R(OI) & SGA6166C(TP) ON 10/11/2017]
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf; TP LOD_SGA 6166C.pdf

Your ref : **VC010890**
Our ref : CC4/QBE17022461/Gpa3s2

Dear Hsiao Tong

Please proceed to settle as advised.

Thank You & Best Regards

Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1184
Email: joyce.foo@qbe.com
Visit us on the web at www.qbe.com.sg



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, 26 March, 2018 5:13 PM
To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; Joyce Foo <joyce.foo@qbe.com>
Cc: Jenny Toh <jenny.toh@qbe.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: <Seek Mandate> Your Ref: VC010890 *LKK REF: CC4/QBE17022461/Gpa3s2 [ACCIDENT INVOLVING GT7803R(OI) & SGA6166C(TP) ON 10/11/2017]

Your ref : **VC010890**
Our ref : CC4/QBE17022461/Gpa3s2

Dear Sirs/Madam,

ACCIDENT INVOLVING GT7803R(OI) & SGA6166C(TP) ON 10/11/2017

We refer to the above matter.

This is a head-to-rear collision. Liability is not in our insured driver's favour.

We seek your approval to offer Third Party repairer " **TRANS EUROKARS PTE LTD**" at **\$11,219.20(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$19,145.70	\$10,361.20
2. Loss of Rental (8days x \$100.00)(w/GST)	\$ 856.00	\$ 856.00(8days x \$100.00)(w/GST)
3. Loss of Use (2days PRI x \$100.00)	\$ 200.00	\$ -
4. LTA/GIA search fee	\$ 2.00	\$ 2.00
Total	\$20,203.70	<u>\$11,219.20</u>

**08days recommendation for repair.

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Syaheeda Nacah Binte Mohamed Othman [mailto:syaheeda.othman@qbe.com]

Sent: Wednesday, 6 December 2017 2:08 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: Jenny Toh <jenny.toh@qbe.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: New Assignment :YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Dear Shirley,

Please see attached GIA report.

Thanks.

Syaheeda Othman

Senior Executive, Claims
QBE Asia Pacific – Singapore

QBE Insurance (Singapore) Pte Ltd
DID: +6477 1130 Fax : +6533 3270
Email: syaheeda.othman@qbe.com
Visit us on the web at www.qbe.com.sg

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Wednesday, 6 December, 2017 10:55 AM
To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Cc: Jenny Toh <jenny.toh@qbe.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: New Assignment :YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Your ref: VC010890
LKK ref : CC4/QBE17022461/Gpa3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: SGA 6166C

Date of survey: 24/11/2017

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

We have not authorized repairs.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

To check availability of the case handler , you may contact the undersigned.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)
Sent: Thursday, 23 November, 2017 2:25 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>; assignments <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: New Assignment :YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Dear Jenny,

Thank you for the assignment.

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

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Thursday, 23 November, 2017 2:09 PM

To: assignments@lkkauto.com

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: New Assignment :YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Our ref : VC010890

Dear Madam

Kindly survey the TP Claim :-

Insured :GT7803R

TP Vehicle: SGA6166C

Date of accident :10/11/2017

Contact : as below

Kindly acknowledge receipt

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: jess.francis@eurokars.com.sg [<mailto:jess.francis@eurokars.com.sg>]

Sent: Thursday, 23 November, 2017 11:11 AM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: kevin.lee@eurokars.com.sg; ronald.yap@eurokars.com.sg

Subject: RE: YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Hi Jenny,

Kindly refer to the necessary documents for this case.

Let us have the appointed surveyor for our arrangement.

Thanks & regards.

Jess Francis Carlos
Insurance Claim Executive
TRANS EUROKARS PTE LTD
5 Ubi Close
Singapore 408605
DID: +6563957874

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]
Sent: Thursday, 23 November 2017 8:59 AM
To: Jess Francis <jess.francis@eurokars.com.sg>
Cc: Jenny Toh <jenny.toh@qbe.com>
Subject: RE: YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Hi Jess

Joyce Heng no longer with us.

Can kindly re-forward estimate and SAS report to us.

Thank

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: jess.francis@eurokars.com.sg [mailto:]
Sent: Wednesday, 22 November, 2017 6:29 PM
To: joyce.heng@qbe.com; Joyce Foo <joyce.foo@qbe.com>
Cc: ronald.yap@eurokars.com.sg; vion.lim@eurokars.com.sg; catherinechua@eurokars.com.sg; kevin.lee@eurokars.com.sg; eric.pau@eurokars.com.sg

Subject: RE: YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Hi QBE,

Can we have the appointed surveyor for this case.

Thanks & regards.

Jess Francis Carlos
Insurance Claim Executive
TRANS EUROKARS PTE LTD
5 Ubi Close
Singapore 408605
DID: +6563957874

From: Eric Pau
Sent: Saturday, 11 November 2017 12:34 PM
To: joyce.heng@qbe.com; Jess Francis <jess.francis@eurokars.com.sg>
Cc: Ronald Yap <ronald.yap@eurokars.com.sg>; Vion Lim <vion.lim@eurokars.com.sg>; Siew Guek Catherine Chua <catherinechua@eurokars.com.sg>; Kevin Lee <kevin.lee@eurokars.com.sg>
Subject: YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

YOUR REF: GT7803R / OUR REF: SGA6166C THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)

Dear Joyce,

Kindly arrange the survey of our client's vehicle.

Attached is the ESTIMATE, SAS REPORT, SKETCH PLAN for your perusal.

Liaise with Jess for survey arrangement.

Best Regards,

Eric Pau
Insurance Claims Officer

TRANS EUROKARS PTE LTD
5 Ubi Close, Singapore 408605
D: (65) 6395 8685 **H:** (65) 9618 5991
E: eric.pau@eurokars.com.sg

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From: mazdacanone@mazda.com.sg [<mailto:mazdacanone@mazda.com.sg>]
Sent: Saturday, November 11, 2017 12:41 PM
To: Eric Pau <eric.pau@eurokars.com.sg>
Subject: Attached Image

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