

Poh Kin (LKKAuto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Monday, 30 July 2018 3:14 PM
To: Poh Kin (LKKAuto)
Cc: Jenny Toh
Subject: <Seek Mandate> Direct Settlement - Accident Involving GR 1846S (OI : QBE - VC010921) AND SLQ 6919D (TP : LKK REF - CC4/QBE17022714/Sfb3) on 24.11.2017
Attachments: LKK ADJUSTMENT REPORT.pdf; LKK INSPECTION REPORT.pdf; LKK RESURVEY PHOTO.pdf; LKK SURVEY PHOTO.pdf; TP_LOD_SLQ 6919D.pdf
Importance: High

Dear Poh Kin

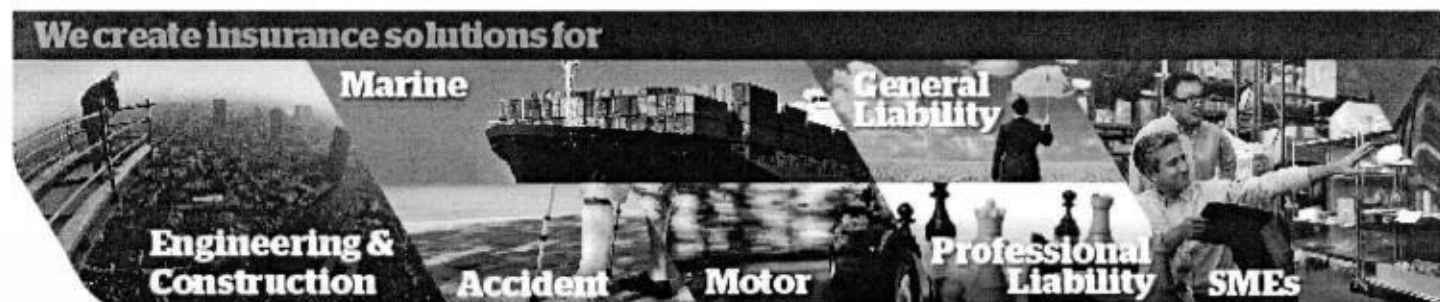
We refer to your below email.

Kindly proceed with the settlement.

regards

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: Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]
Sent: Tuesday, 10 July, 2018 11:00 AM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: <Seek Mandate> Direct Settlement - Accident Involving GR 1846S (OI : QBE - VC010921) AND SLQ 6919D (TP : LKK REF - CC4/QBE17022714/Sfb3) on 24.11.2017
Importance: High

Your ref : **VC010921**

Our ref : CC4/QBE17022714/Sfb3

Dear Sirs/Madam,

ROAD TRAFFIC ACCIDENT INVOLVING GR 1846S(OI) & SLQ 6919D(TP) ON 24/11/2017

We refer to the above matter.

Insured driver collided to rear of third party vehicle. Front to rear collision. Liability is down against our insured driver.

We did clarify with insured the nature of the accident and he's agreed to settle aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**World Auto Pte Ltd**" at **\$5,445.36(all-in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (part by part)	\$ 7,143.42 (\$6,667.68 + 7%GST)	\$5,143.36(4,806.88 + 7% GST)
2. Loss of Use	\$ 300.00 (5days x \$60.00)	\$ 300.00 (5days x \$60.00)
3. GIA search fee	\$ 2.00	\$ 2.00
Total	\$ 7,445.42	<u>\$5,445.36</u>

****05 days recommendation for repair.**

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Poh Kin (LKKAuto)

Sent: Monday, 18 June 2018 2:56 PM

To: 'jenny.toh@qbe.com' <jenny.toh@qbe.com>

Cc: 'syaheeda.othman@qbe.com' <syaheeda.othman@qbe.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: New Assignment 3rd party survey for SLQ 6919D

Importance: High

Our Ref: CC4/QBE17022714/Sfb3

Your Ref: V0009397

Dear Jenny,

ROAD TRAFFIC ACCIDENT INVOLVING GR 1846S (OI) AND SLQ 6919D (TP) ALONG SLIP ROAD OF BEDOK RESERVOIR ROAD TOWARDS KAKI BUKIT AVENUE 1 ON 24.11.2017

We refer to your email below.

Kindly be inform that we have received the third party Letter of Demand and We are in the midst of preparing our report to seek mandate.

We will expedite the matter.

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



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From: Admin-D (LKKAuto)

Sent: Monday, 18 June 2018 2:38 PM

To: 'Jenny Toh' <jenny.toh@qbe.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Syaheeda Nacah Binte Mohamed Othman' <syaheeda.othman@qbe.com>; assignments <assignments@lkkauto.com>

Subject: RE: New Assignment 3rd party survey for SLQ 6919D

Dear Jenny,

Thank you for your email.

Dear Poh Kin,

Kindly assist. Our Ref: CC4/QBE17022714/Sfb3

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: Monday, 18 June, 2018 2:21 PM

To: Nivitha (LKK Auto) <admin-d@lkkauto.com>; assignments@lkkauto.com

Cc: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; admin-a@lkkauto.com

Subject: RE: New Assignment 3rd party survey for SLQ 6919D

Our ref: VC010921

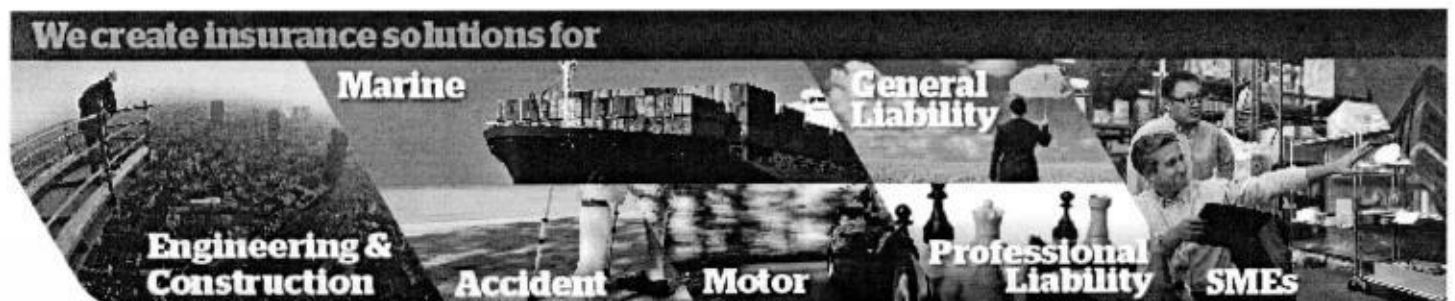
Hi Nivitha

Is the survey report ready? And may I know whether you have receive the third party repairer LOD?

regards

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: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Tuesday, 28 November, 2017 5:29 PM

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

Cc: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; admin-a@lkkauto.com

Subject: RE: New Assignment 3rd party survey for SLQ 6919D

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards,

G.Nivitha | 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, #02-25 | S(408933)

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

Sent: Tuesday, 28 November, 2017 3:33 PM

To: assignments@lkkauto.com

Cc: Jenny Toh; Syaheeda Nacah Binte Mohamed Othman

Subject: New Assignment 3rd party survey for SLQ 6919D

Our ref: V0009397

Dear Madam

Kindly survey the TP Claim

Insured : GR1846S

TP Vehicle : SLQ6919D

Date of accident : 24/11/17

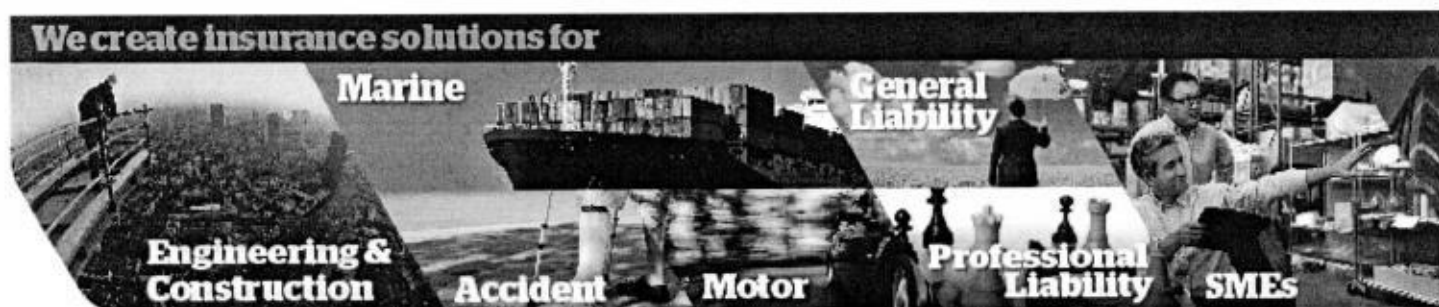
Contact : as below

Kindly acknowledge receipt.

regards

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: Sim [<mailto:sim@worldauto.com.sg>]

Sent: Tuesday, 28 November, 2017 2:53 PM

To: Angeline Koh <angeline.koh@qbe.com>

Subject: Fw: Re: 3rd party survey for SLQ 6919D

Dear sir

Please arrange survey for this car

This is 2nd reminder
Regards

S.T.Sim
Claims Manager
97588347
World Auto Pte Ltd
No 1 Kranji Loop
Singapore 739535

-----Original Message-----

From: Sim <sim@worldauto.com.sg>
To: angeline.koh@qbe.com
Date: 27-11-2017 11:11
Subject: Re: 3rd party survey for SLQ 6919D

Dear sir
Please arrange a 3rd party surveyor to survey the following car'
Our client: SLQ 6919D
Your Insured: GR 1846S
Date of accident: 24/11/17
Regards

S.T.Sim
Claims Manager
97588347
World Auto Pte Ltd
No 1 Kranji Loop
Singapore 739535

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WORLD AUTO PTE LTD

47 JALAN PEMIMPIN #01-02/03

HALCYON 2

SINGAPORE 577200

18/05/2018

Your Ref :

Our Ref : TP/1652/2017

QBE INSURANCE (INTERNATIONAL) LTD
1 RAFFLES QUAY #29-10 SOUTH TOWER
SINGAPORE 048583

HK

Attn : Motor Claim Dept – Third Party

Dear Sirs,

ACCIDENT INVOLVING VEH.NO. SLQ6919D / GR1846S ON 24/11/2017

Reference is made to the aforesaid matter (on behalf of our client M/S LCRF PL)

Enclosed herewith are the following documents for your information and necessary actions only :-

- a) Our Final Repair Bill

Please assist in our claims of :

Final Bill	\$ 4806.88 (already surveyed & finalised with your surveyor)
GST 7%	\$ 336.48
Search Fee	\$ 2.00
Loss of Use (\$60 x 5 days)	\$ 300.00
Amount	<u>\$ 5445.36</u>

Kindly let us have your reply and payment as soon as possible.

Thank you for your kind attention and much appreciated assistance.

Yours faithfully,



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC4/QBE17022714/Sfb3

19th June 2018

WEE GUAN CONSTRUCTION PTE LTD

37 Kranji Link,
Singapore 728643.

Attn: Mr How

Dear Sir/Madam,

**ROAD TRAFFIC ACCIDENT INVOLVING GR 1846S AND SLQ 6919D ALONG
SLIP ROAD OF BEDOK RESERVOIR ROAD TOWARDS KAKI BUKIT AVENUE 1
ON 24.11.2017**

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Poh Kin, Chong

Case Handler

DID: 6841 2132

FAX: 6741 4108

Email: pohkin@lkkauto.com

c.c. *QBE Insurance (Singapore) Pte Ltd
(Motor Claims Dept)*

Motor Claims Discharge Voucher

Insured / Owner : LEEF He Ltd Vehicle No : SLQ 6919 D
Policy No. : _____ NRIC : 2016245971C
Address : _____
Tel : _____ H/P : _____

I am / We are the registered owners(s) of the above motor vehicle involved in the above captioned accident.

My / Our authorized repairs **WORLD AUTO PTE LTD** of **47 Jalan Pemimpin #01 - 02/03, Halcyon 2 S'pore 577200** Will be forwarding to you all the relevant documents. I / We undertake to pay all the legal costs incurred thereof.

I / We have authorized **WORLD AUTO PTE LTD** to represent me / us in all aspects of my claim against the driver of the other vehicle and you may take full instructions from them.

In the event, I am / We are successful in my / our claim against the other driver who was involved in the above accident. I / We hereby irrevocable instruct and authorize you to deduct from the proceeds recovered your legal costs and incidentals and thereafter to forward the balance to M/S **WORLD AUTO PTE LTD**.

I / We authorize M/S **WORLD AUTO PTE LTD** to sign all discharge voucher / indemnity forms and all necessary documents in connection with and arising out of the above claim.

I / We undertake to indemnify you and keep you indemnified in respect of any claim or action that may rise as a result of your complying with my / our request.


I confirm that I have taken delivery of vehicle registration no. SLQ 6919 D from the requires, M/S **WORLD AUTO PTE LTD** of **47 Jalan Pemimpin #01 - 02/03, Halcyon 2 s'pore 577200** and that all repairs necessary as a result of an accident in which the said vehicle was involves on or about the 24/11/17 have been completed to my satisfaction and that i have no further claims whatsoever against the said repairs in respect hereof.

I hereby assign all monies arising from my claims, due under insurance policy to M/S **WORLD AUTO PTE LTD** of **47 Jalan Pemimpin #01 - 02/03, Halcyon 2 S'pore 577200**.

Kindly effect payment of all monies to M/S **WORLD AUTO PTE LTD** and only payment to them will constitute a good effective discharge of the debt.

Date : 7/12/17

Signature of Insured / Owner : _____




DISCHARGE VOUCHER



Without Prejudice
Save As to Costs

Your Reference
Our Reference

TP/1652/2017
VC010921

I/We, LCRF Pte Ltd do hereby acknowledge the sum of Singapore Dollars: Five thousand four hundred forty five and cents thirty six only (S\$5,445.36) being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, 'Wee Guan Construction Pte Ltd', over damage to my/our vehicle SLQ 6919D from an accident involving SLQ 6919D and GR 1846S at/along junction of Bedok Reservoir Road and Kaki Bukit Avenue 1, which occurred on 24th November 2017 at about 0920 hours.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured 'Wee Guan Construction Pte Ltd', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this 31 (day) of (month) 07 (year) 2018

Signature *



Claimant's Name

FIN/NRIC No.

Address

Company stamp if applicable

Witness's Signature

Witness's Name

FIN/NRIC No.

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
60 Anson Road
#11-01 Mapletree Anson
Singapore 079914
Fax: 6534 5356

WORLD AUTO PTE LTD

Page 1 / 2

47 JALAN PEMIMPIN #01-02/03 HALCYON 2 BLDG

S'PORE 577200

Tel No. : 64513933 Fax No. : 64557576

E-Mail : worldaut@singnet.com.sg

Website : www.worldauto.com.sg

Tax Reg. No. : 200006765H Buss. Reg. No. : 200006765H

QBE INSURANCE (INTERNATIONAL) LIMITED

1 RAFFLES QUAY #29-10 SOUTH TOWER

S'PORE 048583

Attention : Motor Claim Department

Contact : 64771185 62246633

Tax Invoice : F188408

Date : 17/05/2018

Vehicle Num. : SLQ 6919D

Make/Model : HONDA VEZEL HYBRID

Chassis/Eng# :

Accident Date : 24/11/2017

Claim No. : TP/1652/2017

Reference :

Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
<hr/>				
		LIST ITEMS :		
1.	1	TAILGATE		1,250.00
2.	1	TAILGATE HYBRID EMBLEM		86.80
3.	1	TAILGATE VEZEL EMBLEM		86.80
4.	1	REAR WINDSCREEN GLASS		195.00
5.	1	TAILGATE WEATHERSTRIP		155.00
6.	1	REAR END PANEL TOP GARNISH		155.00
7.	1	REAR END PANEL		580.00
8.	1	REAR BUMPER		850.00
		List TotalS\$:		3,358.60
		20.00% Discount S\$:		671.72
				2,686.88
<hr/>				
		SPECIAL NETT ITEMS :		
1.	1	REAR WINDSCREEN SEALANT		40.00
2.	1 SET	REAR BUMPER CLIPS		30.00
3.	1	REVERSE SENSOR		200.00
4.	1 SET	REAR END PANEL TOP GARNISH CLIPS		30.00
		Special Nett Total S\$:		300.00
<hr/>				
		LABOUR :		
		TRANSFER TAILGATE DOOR MECHANISM		60.00
		REMOVE AND INSTAL REAR WINDSCREEN		120.00
		LABOUR TO REMOVE TAILGATE,REAR BUMPER,END PANEL OUT TO FACILITATE REPAIRS AND REPLACE DAMAGED PARTS		600.00
		RESPRAY TAILGATE,REAR BUMPER,END PANEL		600.00
		TO DEACTIVATE AND ACTIVATE HIGH VOLTAGE HYBRID BATTERY AS REQUIRE FOR SAFETY PRECAUTION		220.00

CONTINUE / ...

WORLD AUTO PTE LTD

47 JALAN PEMIMPIN #01-02/03 HALCYON 2 BLDG

S'PORE 577200

Tel No. : 64513933 Fax No. : 64557576

E-Mail : worldaut@singnet.com.sg

Website : www.worldauto.com.sg

Tax Reg. No. : 200006765H Buss. Reg. No. : 200006765H

QBE INSURANCE (INTERNATIONAL) LIMITED

1 RAFFLES QUAY #29-10 SOUTH TOWER

S'PORE 048583

Attention : Motor Claim Department

Contact : 64771185 62246633

Tax Invoice : F188408

Date : 17/05/2018

Vehicle Num. : SLQ 6919D

Make/Model : HONDA VEZEL HYBRID

Chassis/Eng# :

Accident Date : 24/11/2017

Claim No. : TP/1652/2017

Reference :

Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
		TO CONDUCT STANDARD OPERATION PROCEDURE POST REPAIRS		220.00
		DIAGNOSTIC SCAN TEST AS REQUIRE FOR HYBRID CARS UPON		
		COMPLETION OF COLLISION REPAIRS		
		Labour Total S\$:		1,820.00

Total S\$: 4,806.88
GST 7% S\$: 336.48
Amount Due S\$: 5,143.36
=====





RECORDS MANAGEMENT CENTRE

GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-17-176697

Date of Request: 25/11/2017

Your Ref No: Online Purchase

World Auto Pte Ltd
47 Jln Pemimpin
#01-02/03 Halcyon 2
Singapore 577200

Dear Sir/Madam,

Inquiry Date	25/11/2017
Inquiry By	FOO MEI LING
TP Vehicle No.	GR1846S
Accident Date	24/11/2017

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GR1846S	QBE Insurance (Singapore) Pte Ltd	13/12/2016-12/12/2017	62246633

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.

11/25/2017

Invoice



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-17-176697

Date of Request: 25/11/2017

Your Ref No: Online Purchase

World Auto Pte Ltd
47 Jln Pemimpin
#01-02/03 Halcyon 2
Singapore 577200

Dear Sir/Madam,

Enquiry Date 25/11/2017
Enquiry By FOO MEI LING
TP Vehicle No. GR1846S
Accident Date 24/11/2017

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque