

Joy Irene (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Thursday, 1 March 2018 10:28 AM
To: Joy Irene (LKKAuto); Syaheeda Nacah Binte Mohamed Othman
Cc: Vivian Lau (LKKAuto); Admin A
Subject: RE: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X - OUR REF. VC011003

Hi Joy

Please proceed as per recommended.

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: Joy Irene (LKKAuto) [mailto:JoyIrene@lkkauto.com]
Sent: Thursday, 22 February, 2018 10:31 AM
To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Cc: Joyce Foo <joyce.foo@qbe.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X - OUR REF. VC011003

Claim ref : **VC011003**

Dear Syaheeda,

This is a reversing scenario where our insured vehicle was the one initiated the reverse. Liability is not in our favour.

We had notified OI where OI confirmed accident details, aware NCD issue and agreed to settle.

Summary to offer to repairer **"CYCLE & CARRIAGE "** is as follows:

	Claimed Amount	Revised Amount
Cost of Repair	\$10,210.00 (per estimate)	\$7,524.45 (w/GST)
Loss of use (4 DAYS) *	\$ 320.00 (\$80/day)	\$ 240.00 (\$60/day)
GIA/LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 10,532.00	\$ 7,766.45

(* 4 days recommendation for repair)

For your approval please.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Joyce Foo [mailto:joyce.foo@qbe.com]
Sent: Tuesday, 2 January 2018 9:24 AM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X - OUR REF. VC011003

Hi Shirley

Attached Insured GIA report for your retention.

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: Syaheeda Nacah Binte Mohamed Othman
Sent: Tuesday, 2 January, 2018 8:56 AM
To: Joyce Foo <joyce.foo@qbe.com>
Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; joyirene@lkkauto.com; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: FW: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X

Dear Joyce,

Please assist.

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: Friday, 29 December, 2017 11:40 AM
To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Cc: Jenny Toh <jenny.toh@qbe.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X

Your ref: V0011816
LKK ref : CC4/QBE17024161/Uja3

WITHOUT PREJUDICE

Dear Jenny / Syaheeda,

We refer to the above matter.

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

"Wishes you a Merry Christmas & Happy New Year 2018"

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: Shirley Hiew (LKK Auto)
Sent: Friday, 22 December, 2017 5:33 PM
To: 'Syaheeda Nacah Binte Mohamed Othman' <syaheeda.othman@qbe.com>
Cc: Jenny Toh <jenny.toh@qbe.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Vivian Lau (LKKAuto)

<vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X

Your ref: V0011816

LKK ref: CC4/QBE17024161/Uja3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: SLE 2746A

Date of survey: 20/12/2017

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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 Joy and she can be contacted at DID: 6749 5792.

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

"Wishes you a Merry Christmas & Happy New Year 2018"

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: Tuesday, 19 December, 2017 3:47 PM

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

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

Subject: RE: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X

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, 19 December, 2017 3:35 PM
To: assignments
Cc: Jenny Toh; Syaheeda Nacah Binte Mohamed Othman
Subject: FW: Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X

Our ref: V0011816

Dear Madam

Kindly survey the TP claim:-

Insured : GV8001X
TP Vehicle: SLE2746A
Date of accident : 15/12/2017
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: Mars Ler [<mailto:mars.ler@ccfulco.com.sg>]
Sent: Tuesday, 19 December, 2017 9:53 AM
To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>
Subject: Re:Accident On 15/12/2017 Involving Our Insured SLE2746A And Your Insured GV8001X

Dear Motor Claims,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for survey , vehicle already in workshop (330 Ubi Road 3 Singapore 408650) .

Thank You,

Best regards

Mars Ler
B & P Service Advisor
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 Ubi Road 3 Singapore 408650
D/D 65949163 H/P 91792566

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