

**Vivian Lau (LKKAuto)**

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**From:** Vivian Lau (LKKAuto)  
**Sent:** Thursday, 7 June, 2018 3:17 PM  
**To:** 'Jenny Toh'  
**Cc:** Thin Thin (LKKAuto)  
**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY \*\*\* LKK REF: CC4/QBE18001420/T1wa3  
**Attachments:** LKKAdjustment1.pdf; LKKInspection.pdf; LOD.pdf; LKK Inspection Photos.pdf

Your Ref : VC011103  
Our Ref: CC4/QBE18001420/T1wa3

Dear Jenny,

**ACCIDENT INVOLVING YP 3886K & YL 6813Y ON 18/01/2018 ALONG 32 JOON KOON RD**

We refer to the above matter

This accident happened OID reversed hit TP

We have surveyed the vehicle, and relevant supporting documents was enclose for your perusal.

We seek your approval to offer to TP repairer **CYS AUTOMOBILE SERVICES PTE LTD** is as follows:

|                                        | Amount Claimed | Amount Revised                          |
|----------------------------------------|----------------|-----------------------------------------|
| 1. Cost of Repair (+GST)               | S\$ 9,238.23   | S\$ 6,313.00                            |
| 2. Loss of Rental (\$ 100.00 x 7 days) | S\$ 700.00     | S\$ 700.00 ( Surveyor recommend 6 days) |
| 3.LTA SEARCH                           | S\$ 2.00       | S\$ 2.00                                |
|                                        | S\$ 9,940.23   | S\$ 7,015.00                            |

**Amount of claim at liability 100% S\$ 7,015.00**

**For your approval please**

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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

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**From:** Vivian Lau (LKKAuto)  
**Sent:** Wednesday, 6 June, 2018 11:19 AM  
**To:** 'Jenny Toh' <jenny.toh@qbe.com>; Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY \*\*\* LKK  
REF: CC4/QBE18001420/T1wa3

Dear Jenny,

We refer to the email below.

Please be informed that we are in the mist of typing the report.

Dear Huey Yon,

Kindly assist CC4/QBE18001420/T1wa3

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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

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

**Sent:** Wednesday, 6 June, 2018 11:10 AM

**To:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Subject:** OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY \*\*\* LKK REF:  
CC4/QBE18001420/T1wa3

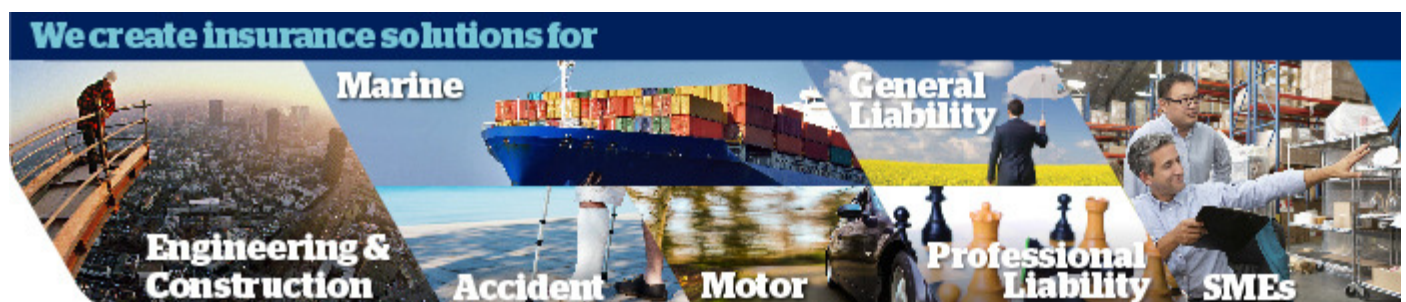
Hi Vivian

Is the survey report ready?

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Jenny Toh  
Senior Assistant, Claims  
QBE Emerging Markets – Singapore

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



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Thursday, 17 May, 2018 5:08 PM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY \*\*\* LKK REF: CC4/QBE18001420/T1wa3

Dear Jenny,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

**Dear Vivian,**

**Kindly assist.**

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Thursday, 17 May, 2018 3:42 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Hi Mei Kwan

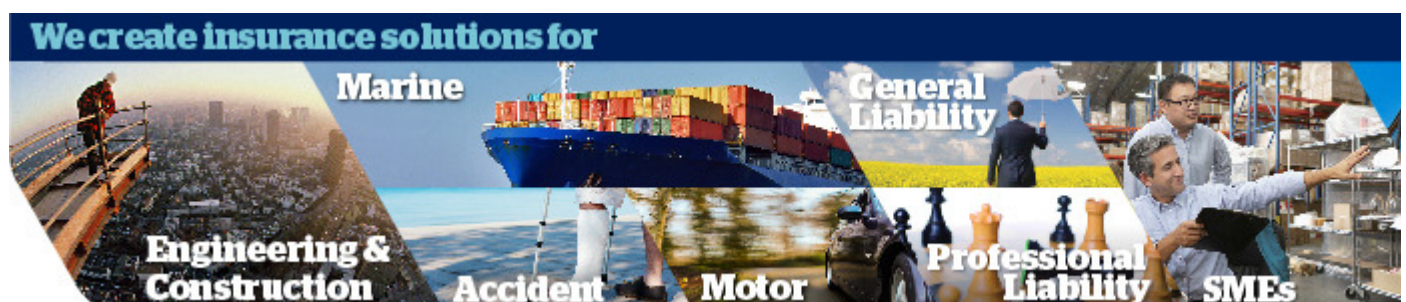
Is the survey report ready?

regards

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Jenny Toh  
Senior Assistant, Claims  
QBE Emerging Markets – Singapore

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



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Monday, 26 March, 2018 11:49 AM  
**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Syaheeda Nacah Binte Mohamed Othman <[syaheeda.othman@qbe.com](mailto:syaheeda.othman@qbe.com)>  
**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

**Your ref: VC011103**  
**LKK ref: CC4/QBE18001420/T1wa3**

Dear Jenny,

We refer to the above matter.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Tuesday, 6 February, 2018 10:14 AM  
**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Syaheeda Nacah Binte Mohamed Othman <[syaheeda.othman@qbe.com](mailto:syaheeda.othman@qbe.com)>  
**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

**Your ref: VC011103**  
**LKK ref: CC4/QBE18001420/T1wa3**

Dear Jenny,

We refer to the above matter.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, 26 January, 2018 12:27 PM  
**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

**WITHOUT PREJUDICE**

**Your ref: VC011103**

**LKK ref: CC4/QBE18001420/T1wa3**

Dear Jenny,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: YL 6813Y

Date of survey: 24.01.2018

Enclosed for your perusal is:

- TP estimate (marked)
- 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 Vivian and she can be contacted at DID: 6841 8625.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 23 January, 2018 12:55 PM

**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Tuesday, 23 January 2018 12:09 PM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Subject:** FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Our ref: VC011103

Dear Madam

Kindly survey the TP Vehicle

Insured : YP3886K  
TP Vehicle : YL6813Y  
Date of accident :18/01/2018  
Contact : as below

Kindly acknowledge

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Jenny Toh  
Senior Assistant, Claims  
QBE Emerging Markets – Singapore

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



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**From:** CYSAUTO [<mailto:cysauto@singnet.com.sg>]

**Sent:** Tuesday, 23 January, 2018 11:38 AM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)

**Subject:** RE: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Dear Ms Jenny Toh,

**WITHOUT PREJUDICE**

We would like request Mr Taufikh (LKK Auto Consultants Pte Ltd) survey this lorry. Thanks

Dear Ms Veron,

Kindly arrange Mr Taufikh survey this lorry at 38 Woodlands Industrial Park E1 #07-17 S(757700) Thanks

Warm regards,  
Ms Tee Wee Sin



## CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: [cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)

---

**From:** Jenny Toh

[\[mailto:jenny.toh@qbe.com\]](mailto:jenny.toh@qbe.com)

**Sent:** Tuesday, January 23, 2018 11:31 AM

**To:** [cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)

**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Subject:** FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

**Importance:** High

Our ref : VC011103

Dear Sir

We refer to the above captioned matter.

We intent to conduct a full survey of the damage to your client's vehicle. We propose to use one of the motor surveyors named in the attached list:

| COMPANY                             |
|-------------------------------------|
| Appraisals Associates Pte Ltd       |
| Automobile Inspection Services      |
| KM Auto Assessors Pte Ltd           |
| LKK Auto Consultants Pte Ltd        |
| Priority Services                   |
| Quantum Risk Management (S) Pte Ltd |

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors.

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Jenny Toh  
Senior Assistant, Claims  
QBE Emerging Markets – Singapore

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



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**From:** CYSAUTO [<mailto:cysauto@singnet.com.sg>]

**Sent:** Tuesday, 23 January, 2018 10:06 AM

**To:** Joyce Foo <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>

**Subject:** FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

**Importance:** High

Dear Ms Joyce Foo,

**WITHOUT PREJUDICE**

Kindly let us have your 10 list motor surveyors to arrange TP survey. Thanks

Warm regards,

Ms Tee Wee Sin



**CYS AUTOMOBILE SERVICES PTE LTD**

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: [cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)

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**From:** CYSAUTO

[<mailto:cysauto@singnet.com.sg>]

**Sent:** Monday, January 22, 2018 4:00 PM

**To:** 'karen.poh@qbe.com.sg' <[karen.poh@qbe.com.sg](mailto:karen.poh@qbe.com.sg)>

**Subject:** FW: OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

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**From:** CYSAUTO [<mailto:cysauto@singnet.com.sg>]

**Sent:** Monday, January 22, 2018 3:57 PM

**To:** 'Joyce Heng' <[joyce.heng@qbe.com](mailto:joyce.heng@qbe.com)>

**Subject:** OUR REF: YL6813Y YOUR INSURED: YP3886K - KINDLY ARRANGE TP SURVEY & CHECK LIABILITY

Our Ref: YL6813Y

Your Insured: YP3886K

**WITHOUT PREJUDICE**

Dear Ms Joyce Heng,

**ACCIDENT INVOLVING YL6813Y AND YP3886K ALONG JOO KOON ROAD ON 18 JANUARY 2018**

Attached herewith estimate and GIA report for your attention.

Kindly arrange TP survey at 38 Woodlands Industrial Park E1 #07-17 S(757700) and let us have the list of 10 motor surveyors .

Dear officer in charge,

Kindly check liability for this claim. Thanks and look forward for your reply.

Warm regards,

Ms Tee Wee Sin



**CYS AUTOMOBILE SERVICES PTE LTD**

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: [cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)

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