

Hsiao Tong (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Thursday, 19 July 2018 1:32 PM
To: Hsiao Tong (LKKAuto); claims-singapore@qbe.com
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving XD6437D (OI : QBE - TBA) AND SHA3693E (TP : LKK REF - CC3/QBE18003137/K1ps3) on 14/02/2018 [VC011200]

Our Ref. VC011200

Hi Hsiao Tong

We refer to the above.

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: Thursday, 19 July, 2018 12:48 PM
To: Joyce Foo <joyce.foo@qbe.com>; claims-singapore@qbe.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving XD6437D (OI : QBE - TBA) AND SHA3693E (TP : LKK REF - CC3/QBE18003137/K1ps3) on 14/02/2018 [VC011200]

Your ref : **VC011200**

Our ref : CC3/QBE18003137/K1pa3n2

Dear Sirs/Madam,

ACCIDENT INVOLVING XD 6437D(OI) & SHA 3693E(TP) ON 14/02/2018

We refer to the above matter.

We seek your approval to offer Third Party repairer " **COMFORTDELGRO ENGINEERING PTE LTD**" at **\$3,513.51(all-in).**

The summary is as follows: -

| | Claimed Amount | | Revised Amount |
|--------------------------------------|----------------|-------|------------------------------|
| 1. Cost of Repair (w/GST) | \$ 8,216.74 | | \$ 5,724.50 |
| 2. Loss of Rental (7days x \$164.59) | \$ 1,152.13 | | \$ 987.54 (6days x \$164.59) |
| 3. Loss of Income (7days x \$80.00) | \$ 560.00 | | \$ 300.00 (6days x \$50.00) |
| | | | \$ 7,012.04 |
| | | @ 50% | \$ 3,506.02 |
| 3. LTA/GIA search fee | \$ 7.49 | | \$ 7.49 |
| Total | \$ 9,936.36 | | <u>\$ 3,513.51</u> |

**03days recommendation for repair + 1Inspection + 2PH(CNY) = 6days.

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: Hsiao Tong (LKKAuto)

Sent: Thursday, 28 June 2018 5:04 PM

To: Joyce Foo <joyce.foo@qbe.com>; claims-singapore@qbe.com

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD6437D (OI : QBE - TBA) AND SHA3693E (TP : LKK REF - CC3/QBE18003137/K1ps3) on 14/02/2018 [VC011200]

Hi Joyce,

We are preparing report in order to seek mandate from your good office.

We will expedite the matter.

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: Joyce Foo [<mailto:joyce.foo@qbe.com>]

Sent: Thursday, 28 June 2018 4:50 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; claims-singapore@qbe.com

Cc: Zaini (LKK Auto) <Zaini@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD6437D (OI : QBE - TBA) AND SHA3693E (TP : LKK REF - CC3/QBE18003137/K1ps3) on 14/02/2018 [VC011200]

Hi

We refer to the above.

Please advise status of the claim.

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: Joyce Foo

Sent: Wednesday, 21 February, 2018 9:04 AM

To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

Cc: 'Zaini (LKK Auto)' <Zaini@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD6437D (OI : QBE - TBA) AND SHA3693E (TP : LKK REF - CC3/QBE18003137/K1ps3) on 14/02/2018

Our Ref. VC011200

Hi

Attached OI GIA report for your retention. Please request for video footage from third party.

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: Joyce Foo

Sent: Tuesday, 20 February, 2018 9:47 AM

To: 'Shirley Hiew (LKK Auto)' <ShirleyHiew@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Zaini (LKK Auto) <Zaini@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving XD6437D (OI : QBE - TBA) AND SHA3693E (TP : LKK REF - CC3/QBE18003137/K1ps3) on 14/02/2018

Our Policy No. V0008804

Dear Shirley

We refer to the above.

Regret to note that our Insured has yet to report. We will send them a chaser.

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Tuesday, 20 February, 2018 9:23 AM
To: Joyce Foo <joyce.foo@qbe.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving XD6437D (OI : QBE - TBA) AND SHA3693E (TP : LKK REF - CC3/QBE18003137/K1ps3) on 14/02/2018

WITHOUT PREJUDICE

Dear Joyce,

We refer to the above matter.

We have inspected TP vehicle SHA 3693E at M/s ComfortDelGro Engineering Pte Ltd - Loyang.

Enclosed for your perusal is:

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

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

Kindly 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)

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