

Vic (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Friday, 28 December, 2018 10:00 AM
To: Vic (LKKAUTO)
Cc: claims-singapore@qbe.com
Subject: [VC011208] Request for prs SJK3621L LKK REF CC4/QBE18003361/Uha3
Attachments: LKK INSPECTION REPORT.pdf; LKK ADJUSTMENT REPORT.pdf; LKK INSPECTION PHOTOS.pdf; LKK REINSPECTION PHOTOS.pdf; LKK AFTER REPAIR PHOTOS.pdf; TP LOD.pdf; Email to OI dd 231118.pdf

Hi Vic

Kindly proceed to settle .

Thank you

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Saturday, 22 December 2018 1:51 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Joyce Foo <joyce.foo@qbe.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: <SEEK MANDATE> RE: QBE REF VC011208 Request for prs SJK3621L LKK REF CC4/QBE18003361/Uha3

YOUR REF – VC011208
LKK REF – CC4/QBE18003361/Uha3
=====

Dear Jenny,

ACCIDENT INVOL VING VEHICLES GBF 2262S (OI) AND SJK 3621L (TP) ON 21/02/2018

We refer to the above matter.

It was reported that Insured vehicle had rear-ended the TP vehicle.

An email was sent out to the Insured to notify of the TP claim, liability and NCD issues. No feedback from Insured till date.

In view of the above, we are of the view that liability is not to our Insured's favour.

Summary to offer to repairer **FASTECH AUTO PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 17,204.53	\$ 5,778.00
Loss of Use (\$100 x 5 days)	\$ 500.00	\$ 400.00 (\$80 x 5 days)
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 17,706.53	\$ 6,180.00

TP VEHICLE

Market Value: \$17,000.00 (est)
LTA Rebate : \$11,431.00 (est)
Nett Value : \$ 5,569.00 (est)

Breakdown of days is as follows:

Our surveyor's recommended days to repair	5 days
TOTAL	5 days

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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: Friday, 22 June, 2018 2:10 PM

To: Mei Kwan (LKKAuto)

Cc: Admin A; Zaini (LKK Auto); Hsiao Tong (LKKAuto); Syaheeda Nacah Binte Mohamed Othman

Subject: RE: Request for prs SJK3621L

Our ref: VC011208

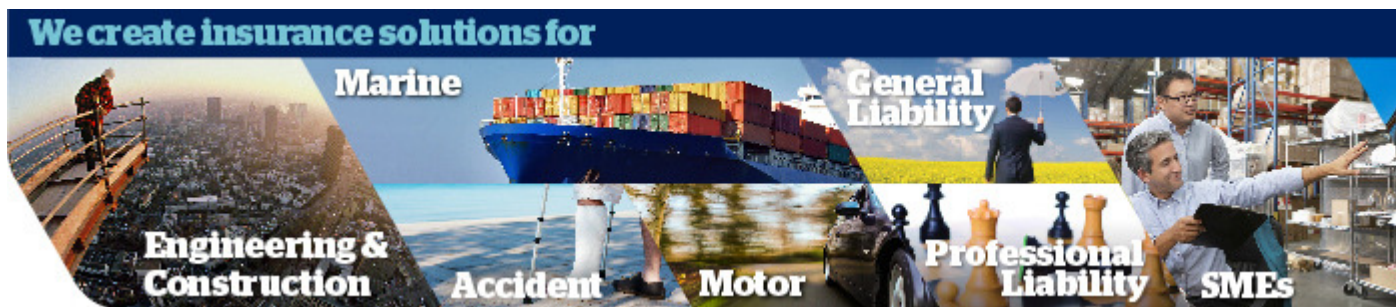
Hi Mei Kwan

Please find attached as per requested.

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

Sent: Friday, 22 June, 2018 11:35 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: Request for prs SJK3621L

URGENT

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 | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Wednesday, 4 April, 2018 11:03 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: Request for prs SJK3621L

Importance: High

Your ref: V0015577

LKK ref : CC4/QBE18003361/Uka3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimate (marked)
- TP GIA report
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Monday, 26 March, 2018 11:33 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: Request for prs SJK3621L

Your ref: V0015577

LKK ref : CC4/QBE18003361/Uka3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Monday, 26 February, 2018 12:02 PM

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

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

Subject: RE: Request for prs SJK3621L

Your ref: V0015577

LKK ref : CC4/QBE18003361/Uka3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SJK 3621L at M/s Fastech Auto Pte Ltd - Kaki Bukit.

Enclosed for your perusal is:

- TP GIA report
- Photographs of TP vehicle in its damaged condition

Please note that estimated cost of repair and preliminary advice is not ready yet.

We will revert to you on preliminary advice in due course.

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

Please take note that the case handler in-charge is Zaini and he can be contacted at DID: 6841 2132.

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 | fax: 67414108

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

From: Admin-D (LKKAuto)

Sent: Thursday, 22 February, 2018 4:01 PM

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

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

Subject: RE: Request for prs SJK3621L

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: Thursday, 22 February 2018 3:50 PM

To: assignments <assignments@lkkauto.com>

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

Subject: Request for prs SJK3621L

Our ref: V0015577

Dear Sir/Madam

Happy new year

Kindly survey the TP Claim:-

Insured :GBF2262S

TP vehicle : SJK3621L

Date of accident:21/02/2018

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: Nancy Lam [<mailto:nancy.lam@fastechauto.com.sg>]
Sent: Thursday, 22 February, 2018 3:28 PM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: FW: Request for prs SJK3621L

Dear Jenny

Please arrange LKK Auto Consultants Pte Ltd to survey the car.

Regards,
Nancy Lam
Fastech Auto Pte Ltd
Tel: 6746 5405
Fax: 6745 8520

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]
Sent: Thursday, February 22, 2018 3:07 PM
To: Nancy Lam <nancy.lam@fastechauto.com.sg>
Cc: Jenny Toh <jenny.toh@qbe.com>
Subject: RE: Request for prs SJK3621L

Our ref : V0015577

Dear Nancy

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

Appraisal 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.

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: Nancy Lam [<mailto:nancy.lam@fastechauto.com.sg>]
Sent: Thursday, 22 February, 2018 9:56 AM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: FW: Request for prs SJK3621L

Hi Sir

My client claiming your insured GBF 2262S.

Please kindly arrange PRS for SJK 3621L.

Date of accident 21.02.2018

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS AMENDMENT NO. 1 OF 2016 paragraph 2.3, you are require to provide a list of at least 10 motor surveyors within 2 days of the notice.

Regards,
Nancy Lam

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