

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Wednesday, 9 January 2019 4:39 PM
To: 'motorclaims.sg@fwd.com'; Mei Kwan (LKKAuto)
Cc: Admin A
Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF-CC4/FWD18005153/es3 Our Ref: 1201800003458
Attachments: Re: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF - CC4/FWD18005153/es3

Hi Josey,

We refer to the above matter.

We were informed by TP workshop that claimant do not come back to their workshop for survey / repair up to date.

In view of the above, We will proceed to close file without bill.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



From: motorclaims.sg@fwd.com <motorclaims.sg@fwd.com>
Sent: Friday, 22 June 2018 11:44 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF- CC4/FWD18005153/es3 Our Ref: 1201800003458

Hi Mei Kwan,

Please note that Insured has not reported.

We have sent reminder to our insured and will upload a copy once received our insured's accident report.

Thank you.

Kind Regards

Josey Loh

Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5872

E josey.loh@fwd.com

W fwd.com.sg



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

Sent: Friday, 22 June, 2018 11:29 AM

To: Motor Claims SG - SG Common; Asher Sng (LKKAUTO)

Cc: Admin A

Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF- CC4/FWD18005153/es3 Our Ref: 1201800003458

Dear Clara,

We refer to the above matter.

Kindly advise whether insured has reported. If so, 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: motorclaims.sg@fwd.com [<mailto:motorclaims.sg@fwd.com>]

Sent: Tuesday, 8 May, 2018 1:41 PM

To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

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

Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF- CC4/FWD18005153/es3 Our Ref: 1201800003458

Hi Mei Kwan,

We have sent 1st reminder to our insured and will upload a copy once received our insures' accident report.

Thank you.

Regards,
Clara

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 8 May, 2018 12:16 PM
To: Motor Claims SG - SG Common; Asher Sng (LKKAuto)
Cc: Admin A
Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF- CC4/FWD18005153/es3 Our Ref: 1201800003458

Dear Clara,

We refer to the above matter.

Kindly advise whether insured has reported. If so, 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: Shirley Hiew (LKK Auto)
Sent: Tuesday, 27 March, 2018 5:57 PM
To: motorclaims.sg@fwd.com; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF- CC4/FWD18005153/es3 Our Ref: 1201800003458

Dear Clara,

Thanks and noted.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

From: motorclaims.sg@fwd.com [<mailto:motorclaims.sg@fwd.com>]
Sent: Tuesday, 27 March 2018 5:50 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF- CC4/FWD18005153/es3 Our Ref: 1201800003458

Hi Shirley,

We refer to our telephone conversation this morning.

Our insured has yet to report the accident to us.

Regards,
Clara

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Tuesday, 20 March, 2018 9:53 AM
To: Motor Claims SG - SG Common; Asher Sng (LKKAuto)
Cc: assignments; Admin-D (LKKAuto); Admin A
Subject: FW: sgr9804k & SJW1454C DOA 28.02.2018GIA report *** LKK REF- CC4/FWD18005153/es3 Our Ref: 1201800003458

Dear Sir/Madam,

We refer to the above matter.

Please be informed that Merimen detected there is already an active claim at M/s Ho Beng Trading (Ubi).

We have detected that there is already an active claim within 1 day of the Date of Loss.

SGR9804K Date of Loss: 28/02/2018 (TP)
Insurer: **FWD Singapore Pte. Ltd.**
Repairer: Ho Beng Trading (HQ)

Please CONFIRM that this is NOT the same case you are creating.

Kindly advise we need to proceed further.

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: motorclaims.sg@fwd.com [<mailto:motorclaims.sg@fwd.com>]

Sent: Monday, 19 March 2018 6:40 PM

To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: FW: sgr9804k & SJW1454C DOA 28.02.2018GIA report

Hi LKK team,

Please refer to the email below and liaise with TP repairer for survey arrangement.

Attached is the repair estimate, TP GIA report.

Please explore direct settlement with TP repairer and create the case in Merimen.

Thank you.

Kind Regards

Clara Li

Senior Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722

E clara.li@fwd.com

W fwd.com.sg



A promotional banner for FWD insurance's Endowment Plan. The banner has a dark blue background on the left with the FWD logo. The main part has an orange background with the text 'Endowment Plan' in large white letters. Below it, in smaller white text, it says 'Get the biggest guaranteed return for a 3 year plan available online.' and 'Limited time offer!'. On the right, there is a graphic of a bar chart with an upward-trending arrow and a dollar sign. Next to it, it says '2.02% p.a.' and 'fwd.com.sg' with a 'save now' button.

From: chan pick yuen [mailto:chris_chanbebe@hotmail.com]

Sent: Monday, 19 March, 2018 6:38 PM

To: Motor Claims SG - SG Common

Subject: Re: sgr9804k & SJW1454C DOA 28.02.2018GIA report

Dear Sir / Mdm ,

LKK AUTO CONSULTANT PTE LTD .

Please confirm liability 100% in our favour & your insured agree direct settle with us . Quantum to be confirm with your surveyor . Thanks

Regards,
Chris Chan Pick Yuen

From: motorclaims.sg@fwd.com <motorclaims.sg@fwd.com>
Sent: Monday, March 19, 2018 6:28 PM
To: chris_chanbebe@hotmail.com
Cc: motorclaims.sg@fwd.com
Subject: RE: sgr9804k & SJW1454C DOA 28.02.2018GIA report

WITHOUT PREJUDICE

Dear Chris,

We refer to your letter dated 19 March 2018 of the PRI Notice of your client's vehicle SGR9804K.

Please find our panel surveyors as follows: -

1. LKK AUTO CONSULTANTS PTE LTD
2. INFINITI APPRAISAL SERVICE
3. AJAX INSPECTION SERVICES PTE LTD
4. Appraisals Associates Pte Ltd
5. VICOM Ltd

If you are not agreeable to any of the above, we reserve our rights to request for pre-repair inspection of your client's vehicle.

We look forward to receiving your reply.

Thank you.

****Please note that we do not accept fax. Hence, please send in any correspondences related to Motor Claims via e-mail to motorclaims.sg@fwd.com. Thank you.***

Kind Regards

Clara Li
Senior Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T (65) 6727 5722

E clara.li@fwd.com

W fwd.com.sg



From: chan pick yuen <chris_chanbebe@hotmail.com>

Sent: Monday, March 19, 2018 5:18 PM

To: MOTORCLAIMS.SG@FWD.COM

Subject: Fw: sgr9804k & SJW1454C DOA 28.02.2018GIA report

Dear Sir / Mdm ,

Enclosed is our client's GIA REPORT .

please confirm liability 100% in our favour & your insured agree to direct settle with us .

Please let us have your 10 name list of surveyor . Thanks

Regards,
Chris Chan Pick Yuen
HO BENG TRDING
Block 3020A UBI ROAD 1
01-33
Singapore
HP: 92712214

ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any

attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.