

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 7 November 2018 9:40 AM
To: 'Joyce Foo'
Cc: Admin A
Subject: RE: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF -CC6/QBE18005281/Upb3) on 20/03/2018

Hi Joyce,

We refer to the above matter.

We were informed by third party repairer that their client did not send in the car for repair up-to-date.

In view of this, we will proceed to temporarily close this outstanding claim file and submit our survey report to your good-office.

In future, if there are any new developments from the claimant, we will inform you for our further handling.

Thank you.

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 <joyce.foo@qbe.com>
Sent: Wednesday, 10 October 2018 4:03 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF - CC6/QBE18005281/Upb3) on 20/03/2018

Our Ref. VC011330

Hi Hsiao Tong

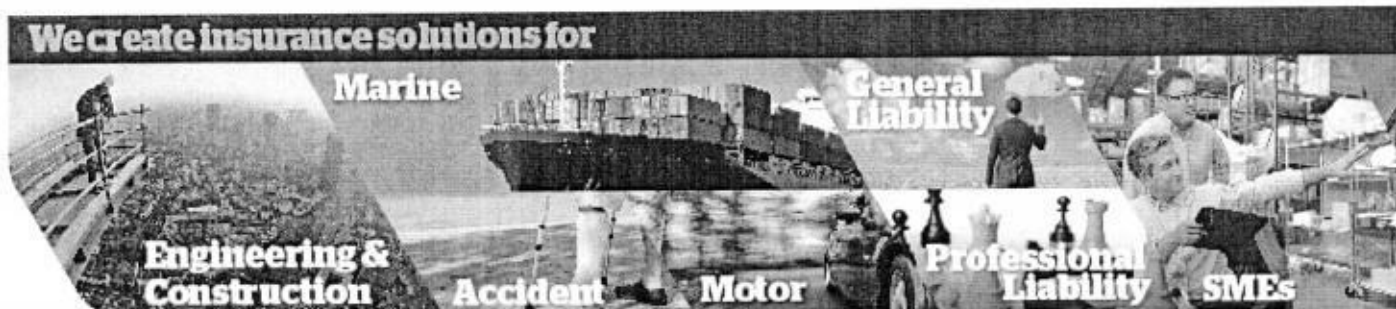
We refer to the above.

Please update us on the 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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Tuesday, 24 April, 2018 9:53 AM

To: Joyce Foo <joyce.foo@qbe.com>

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

Subject: RE: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF - CC6/QBE18005281/Upb3) on 20/03/2018

Hi Joyce,

We refer to the above matter.

We have contacted our insured driver, Mr Phua to verify the nature of accident. However he insisted that there was no collision and disagreed on third party claim.

Attached here with scene photos submitted by third party for your easy reference. No video footage from third party & insured.

In view of this, we seek your further instruction in order for us to proceed further.

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: Monday, 9 April 2018 9:15 AM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

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

Subject: RE: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF - CC6/QBE18005281/Upb3) on 20/03/2018

Our Ref. VC011330

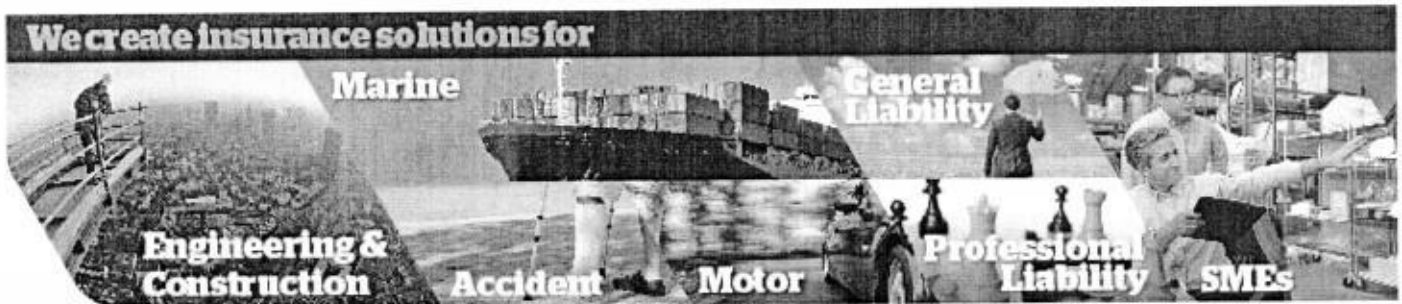
Hi

Attached is OI report for your retention. Please note that Insured has indicated that there was no contact.

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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, 5 April, 2018 5:00 PM

To: Joyce Foo <joyce.foo@qbe.com>

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

Subject: RE: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF - CC6/QBE18005281/Upb3) on 20/03/2018

WITHOUT PREJUDICE

Dear Joyce,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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, 29 March 2018 2:03 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

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

Subject: RE: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF - CC6/QBE18005281/Upb3) on 20/03/2018

Policy No. V0013600

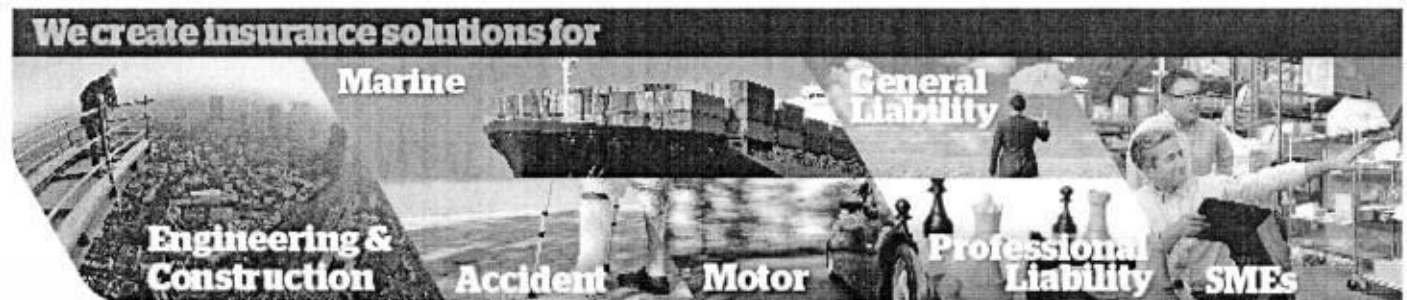
Hi

Please be informed that our Insured has yet to lodge a report.

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: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]

Sent: Thursday, 29 March, 2018 12:50 PM

To: Joyce Foo <joyce.foo@qbe.com>

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

Subject: FW: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF - CC6/QBE18005281/Upb3) on 20/03/2018

WITHOUT PREJUDICE

URGENT

Dear Sir/Madam,

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shu Pei (LKKAuto)

Sent: Thursday, 22 March 2018 4:07 PM

To: 'Joyce Foo' <joyce.foo@qbe.com>

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

Subject: Direct Settlement - Accident Involving GU9231Y (OI : QBE - TBA) AND SDW7779Y (TP : LKK REF - CC6/QBE18005281/Upb3) on 20/03/2018

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SDW 7779Y at M/s Fastech Auto Pte Ltd.

Enclosed for your perusal is:

- TP's GIA report

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

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.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

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Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC6/QBE18005281/Upb3

07 MAY 2018

GEYLANG THIAN HUAT SIANG JOSS PAPER
NO. 503 GEYLANG ROAD
SINGAPORE 389460
ATTN: THE MANAGEMENT

Dear Sir/Madam,

ACCIDENT INVOLVING GU 9231Y & SDW 7779Y ON 20/03/2018

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Chew Hsiao Tong (Ms)
Case Handler
DID: 6742 3197
FAX: 6741 4108
Email: chewht@lkkauto.com

c.c. QBE Insurance (Singapore) Pte Ltd
(Motor Claims Dept)