

Hsiao Tong (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Monday, 9 July 2018 8:51 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: <Seek Mandate> Your ref :VC011300 *LKK REF:CC4/QBE18006113/Upb3 [ACCIDENT INVOLVING GZ 9427Z(OI) & PC 2570C(TP) ON 14/03/2018]

Hi Hsiao Tong

We are agreeable to settle at \$180.00 per day. Please proceed to offer.

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: Saturday, 7 July, 2018 11:17 AM
To: Joyce Foo <joyce.foo@qbe.com>
Subject: RE: <Seek Mandate> Your ref :VC011300 *LKK REF:CC4/QBE18006113/Upb3 [ACCIDENT INVOLVING GZ 9427Z(OI) & PC 2570C(TP) ON 14/03/2018]

Hi Joyce,

We refer to the above matter.

For Loss of Use, third party repairer rejected our offer at \$50.00/day and proposed **\$180.00/day** as their client vehicle is a Private Hire Bus.

For your further instruction/ mandate please.

Vehicle Details	
Vehicle No.:	PC2570C
Vehicle Type:	Z20 - Private Hire (Chauffeur) Bus/Coach/Minibus
Vehicle Attachment 1:	Air-Conditioned
Vehicle Scheme:	Public Service Vehicle (Others)
Vehicle Make:	TOYOTA
Vehicle Model:	HIACE COMMUTER GL 3.0 AT 2WD 4DR LWB
Chassis No.:	KDH2230020051
Propellant:	Diesel
Engine No.:	1KD2406264
Engine Capacity:	2982 cc

TYPE	BENCHMARK RATES		FACTORS TO BE CONSIDERED
	RENTAL (Per day) S	LOSS OF USE (Per day) S	
COMMERCIAL OPERATORS			
Vans + pick ups	80-150	60-120	Consider the size of vehicle and type of usage.
Private Non hire Bus	200-350	90-180	
Lorry	200-350	90-180	

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: Hsiao Tong (LKKAuto)

Sent: Monday, 11 June 2018 10:08 AM

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

Subject: RE: <Seek Mandate> Your ref :VC011300 *LKK REF:CC4/QBE18006113/Upb3 [ACCIDENT INVOLVING GZ 9427Z(OI) & PC 2570C(TP) ON 14/03/2018]

Hi Joyce,

We refer to your below email.

We will proceed to offer third party as follows: -

	Revised Amount
1. Cost of Repair (w/GST)	\$ 3,100.00
2. Loss of Use (3days x \$50.00)	\$ 150.00 (3days x \$50.00)
3. LTA/GIA search fee	\$ 7.45
Total	\$ 3,257.45

We will update if there is any issue.

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, 11 June 2018 8:44 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: <Seek Mandate> Your ref :VC011300 *LKK REF:CC4/QBE18006113/Upb3 [ACCIDENT INVOLVING GZ 9427Z(OI) & PC 2570C(TP) ON 14/03/2018]

Our Ref. VC011300

Hi Hsiao Tong

We refer to the above.

Please note that our offer for loss of use is \$50/- per day for private hire vehicles. Kindly adjust accordingly.

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: Saturday, 9 June, 2018 11:12 AM

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

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

Subject: <Seek Mandate> Your ref :VC011300 *LKK REF:CC4/QBE18006113/Upb3 [ACCIDENT INVOLVING GZ 9427Z(OI) & PC 2570C(TP) ON 14/03/2018]

Your ref : **VC011300**

Our ref : CC4/QBE18006113/Upb3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING GZ 9427Z(OI) & PC 2570C(TP) ON 14/03/2018

We refer to the above matter.

This is a head-to-rear collision. Liability is not in our insured's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer " **QUAN DE MOTOR TRADING**" at **\$3,707.45(all-in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 7,048.95	\$ 3,100.00
2. Loss of Use (3days x \$250.00)	\$ 750.00	\$ 600.00 (3days x \$200.00)
3. LTA/GIA search fee	\$ 7.45	\$ 7.45
Total	\$ 7,806.40	<u>\$ 3,707.45</u>

**03days recommendation for repair.

Note: Third party vehicle is a Private Hire Bus.

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: Shu Pei (LKKAuto)

Sent: Tuesday, 10 April 2018 5:49 PM

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

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

Subject: RE: Pre-Repair Inspection - [VC011300] ***LKK REF:CC4/QBE18006113/Upb3

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, 5 April 2018 8:31 AM

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

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

Subject: RE: Pre-Repair Inspection - [VC011300] ***LKK REF:CC4/QBE18006113/Upb3

Our Ref. VC011300

Hi

Attached OI's report for your attention.

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: Wednesday, 4 April, 2018 6:15 PM

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

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

Subject: RE: Pre-Repair Inspection - [VC011300] ***LKK REF:CC4/QBE18006113/Upb3

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle PC 2570C at M/s Quan De Motor Trading.

Enclosed for your perusal is:

- TP's GIA report

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

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)

From: Admin-D (LKKAuto)

Sent: Tuesday, 3 April 2018 11:40 AM

To: joyce.foo@qbe.com

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

Subject: RE: Pre-Repair Inspection - [VC011300]

Dear Joyce,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Tuesday, 3 April 2018 10:33 AM

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

Subject: FW: Pre-Repair Inspection - [VC011300]

Our Ref. VC011300

Hi

Please assist to arrange for TP survey – Direct settlement.

Thank You & Best Regards

Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific – Singapore



From: Jennifer Pang [<mailto:quanv3@yahoo.com.sg>]
Sent: Tuesday, 3 April, 2018 9:29 AM
To: Joyce Foo <joyce.foo@qbe.com>
Subject: Re: Pre-Repair Inspection - [VC011300]

Dear Joyce Foo,

We refer to tha above.

Kindly arrange M/s. LKK Auto Consultants to survey vehicle PC2570C soonest possible.

Thank you.

Regards,
Quan De Motor Trading
Jennifer

[Sent from Yahoo Mail for iPhone](#)

On Tuesday, April 3, 2018, 9:12 AM, Joyce Foo <joyce.foo@qbe.com> wrote:

Our ref : VC0011300

Dear Sirs/Madam

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.

We would like to have a direct settlement.

Thank You & Best Regards

Joyce Foo
Senior Assistant - Claims
QBE Asia Pacific – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: [+65 6477 1184](tel:+6564771184)
Email: joyce.foo@qbe.com

Visit us on the web at www.qbe.com.sg



From: Jennifer Pang [<mailto:quanv3@yahoo.com.sg>]
Sent: Monday, 2 April, 2018 5:10 PM
To: Joyce Foo <joyce.foo@qbe.com>
Subject: Pre-Repair Inspection

Hi All,

Accident on 14/03/2018 involving vehicles PC2570C & GZ9427Z along Paya Lebar Road

Kindly arrange pre-repair inspection for vehicle PC2570C soonest possible. Thank you.

Quan De Motor Trading
1 Kaki Bukit Avenue 6
#01-67 Autobay (417883)

Contact: Ms. Jennifer (Hp: [96709191](tel:96709191))

Regards,

Quan De Motor Trading

Jennifer

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