

Vic (LKKAUTO)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Tuesday, 19 February, 2019 2:04 PM
To: Vic (LKKAUTO)
Cc: Admin A
Subject: RE: <SEEK MANDATE>RE: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018) [VC011481] LKK REF CC4/QBE18009324/Sha3

Hi Vic

As spoken, please proceed as advised.

Thanks & 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: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Saturday, 17 November 2018 4:57 PM
To: Joyce Foo <joyce.foo@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: <SEEK MANDATE>RE: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018) [VC011481] LKK REF CC4/QBE18009324/Sha3

YOUR REF – VC011481
LKK REF – CC4/QBE18009324/Sha3
=====

Dear Joyce,

ACCIDENT INVOL VING VEHICLES YP 4425B (OI) AND SLM 4333C (TP) ON 14/05/2018

We refer to the above matter.

It was reported that Insured vehicle was involved in a 3 vehicle chain collision and was the last car and rear-ended TP vehicle.

A letter and 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 **CARL MOTOR & ENTERPRISE CENTRE PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 23,930.50	\$ 17,450.00
Loss of Use (\$200 x 14 days)	\$ 2,800.00	\$ 1,400.00 (\$100 x 14 days)
LTA Search Fee	\$ 7.45	\$ 7.45
TOTAL	\$ 26,737.95	\$ 18,857.45

Breakdown of days is as follows:

Our surveyor's recommended days to repair	14 days
TOTAL	14 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: Mei Kwan (LKKAuto)

Sent: Monday, 11 June, 2018 10:51 AM

To: 'Joyce Foo'

Cc: Admin A; Vic (LKKAuto); Hsiao Tong (LKKAuto)

Subject: RE: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018) [VC011481]

WITHOUT PREJUDICE

QBE ref: VC011481

LKK REF: CC4/QBE18009324/Sha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SLM 4333C

We have not authorized repairs.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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: Monday, 21 May, 2018 8:04 PM

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

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

Subject: RE: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018) [VC011481]

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: Friday, 18 May, 2018 4:15 PM

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

Subject: FW: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018) [VC011481]

Our Ref. VC011481

Hi

Please arrange TP's survey – direct settlement.

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: Carl Motor [<mailto:carlmtr@singnet.com.sg>]
Sent: Friday, 18 May, 2018 3:35 PM
To: Joyce Foo <joyce.foo@qbe.com>
Subject: RE: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018) [VC011481]

Dear Mdm

Please arrange M/s. LKK Auto Consultants P L to survey vehicle SLM 4333 C.

Kindly let us have your approval and reply.

Thank you for your kind assistance.

Best Regards
Ricky Ng
Carl Mtr & Ent. Ctr P L
Tel: 63666171 Hp: 96182026

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Friday, May 18, 2018 8:07 AM
To: carlmtr@singnet.com.sg
Cc: claims-singapore@qbe.com
Subject: FW: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018) [VC011481]

Our ref : VC011481

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 are agreeable to proceed with direct settlement subject to our surveyor's recommendation on COR, LOU/LOR per benchmark.

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: Info SINGAPORE

Sent: Thursday, 17 May, 2018 5:17 PM

To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; Jenny Toh <jenny.toh@qbe.com>; Joyce Foo <joyce.foo@qbe.com>

Subject: FW: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018)

Hi All

Attached please find motor claim notification/survey request for your attention.

Regards
Grace Wong

From: Carl Motor [<mailto:carlmtr@singnet.com.sg>]

Sent: Thursday, 17 May, 2018 3:48 PM

To: Info SINGAPORE <info.sing@qbe.com>

Cc: motorclaim@qbe.com.sg

Subject: Pre - repair inspection - SLM 4333 C (your client vehicle no: YP 4425 B accident on 14.5.2018)

Dear Sir / Mdm

Attached, please find SLM 4333 C, Letter of “ Pre-repair Inspection” and SAS for your reference.

Please arrange to survey our client vehicle.

Thank you.

Best Regards

Ricky Ng

Carl Mtr & Ent. Ctr P L

Tel: 63666171 Hp: 96182026

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