

## Mei Kwan (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 20 July, 2018 10:58 AM  
**To:** 'Joyce Foo'  
**Cc:** Admin A; Poh Kin (LKKAUTO); Hsiao Tong (LKKAUTO)  
**Subject:** RE: Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST) - [VC011671]  
**Attachments:** LKK SURVEY PHOTO.pdf; TP GIA REPORT.pdf  
**Categories:** HMK

### WITHOUT PREJUDICE

**QBE ref: VC011671**  
**LKK REF: CC4/QBE18013029/Gfa3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SJH 4720T

We have not authorized repairs.

Enclosed for your perusal is:

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

Please be informed that the estimated cost of repair is not ready yet.

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

Please take note that the case handler in-charge is Poh Kin 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAUTO)  
**Sent:** Wednesday, 18 July, 2018 12:27 PM  
**To:** 'Joyce Foo' <joyce.foo@qbe.com>; assignments <assignments@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST) - [VC011671]

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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Wednesday, 18 July 2018 10:58 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** FW: Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST) - [VC011671]

Our Ref. VC011671

Hi

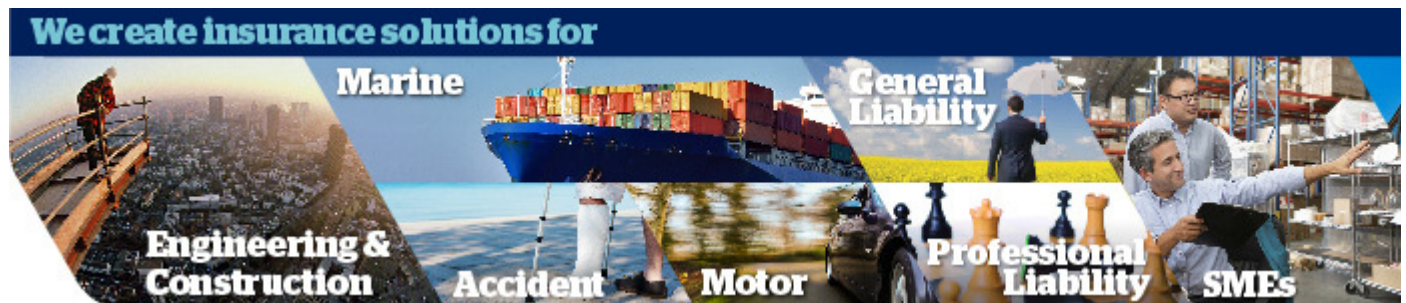
Please assist to arrange for TP survey- Direct settlement.

Thank You & Best Regards

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Joyce Foo  
Senior Assistant - Claims  
QBE Asia Pacific – Singapore

QBE Insurance (Singapore) Pte Ltd  
Phone: +65 6477 1184  
Email: [joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



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**From:** Torque 5 Assessment [<mailto:assessment@torque5.com>]

**Sent:** Wednesday, 18 July, 2018 10:17 AM

**To:** Joyce Foo <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>

**Cc:** [assessment@torque5.com](mailto:assessment@torque5.com)

**Subject:** RE: Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter and your email below.

Thank you for your reply.

We are agreeable to your list of surveyor – **LKK Auto Consultants Pte Ltd** as the SJE for this matter.



Kindly make the necessary arrangements.

*Warmest Regards,*

*Heng Lee Yi*

Administrative Assistant | **Motor Claims Department**

**Hotline** (65) 6452 4457 | **Fax** (65) 6452 4584

**Address** 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54  
Premier @ KB, Singapore 415875

[www.torque5.com](http://www.torque5.com)



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

**Sent:** Tuesday, 17 July, 2018 4:35 PM

**To:** Torque 5 Assessment <[assessment@torque5.com](mailto:assessment@torque5.com)>; Info SINGAPORE <[info.sing@qbe.com](mailto:info.sing@qbe.com)>

**Cc:** [sam.chang@torque5.com](mailto:sam.chang@torque5.com); [eric.lee@torque5.com](mailto:eric.lee@torque5.com); [claims@torque5.com](mailto:claims@torque5.com)

**Subject:** RE: Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE

Our ref : V0016324

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
Infiniti Appraisal Service
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.

Thank You & Best Regards

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Joyce Foo  
Senior Assistant - Claims  
QBE Asia Pacific – Singapore

QBE Insurance (Singapore) Pte Ltd  
Phone: +65 6477 1184  
Email: [joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



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**From:** Torque 5 Assessment [<mailto:assessment@torque5.com>]  
**Sent:** Tuesday, 17 July, 2018 3:11 PM  
**To:** Info SINGAPORE <[info.sing@qbe.com](mailto:info.sing@qbe.com)>; Joyce Foo <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>  
**Cc:** [assessment@torque5.com](mailto:assessment@torque5.com); [sam.chang@torque5.com](mailto:sam.chang@torque5.com); [eric.lee@torque5.com](mailto:eric.lee@torque5.com); [claims@torque5.com](mailto:claims@torque5.com)  
**Subject:** Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Maric & Partners Pte Ltd ,to notify you of the aforesaid accident involving our client's vehicle SJH 4720 T and your insured's vehicle SLR 3569 U on 16/07/2018.

Please find enclose our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SLR 3569 U for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

**Premises for the Pre-repair inspection:** 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

**Contact Person:** Stephanie Teo (9147 8841)

**Contact Email:** [assessment@torque5.com](mailto:assessment@torque5.com)

VEH IN (Date & Time) : 17/07/2018 10.30AM

PRS ARRANGEMENT (Date & Time) : 17/07/2018 03.10PM

PRS ACKNOWLEDGEMENT

Appointed Surveyor :  
(Name & Signature)

Date & Time of Inspection :

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA



report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

*Warmest Regards,*

*Heng Lee Yi*

Administrative Assistant | Motor Claims Department

Hotline (65) 6452 4457 | Fax (65) 6452 4584

Address 8 Kaki Bukit Ave 4, #01-49/50/51/52/53/54  
Premier @ KB, Singapore 415875

[www.torque5.com](http://www.torque5.com)



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