

Vic (LKKAUTO)

From: Janice Goh Siew Geok <janice.goh@qbe.com>
Sent: Tuesday, 20 August, 2019 8:31 AM
To: Poh Kin (LKKAUTO)
Cc: Admin A
Subject: RE: Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST) - [VC011671]

Hi Poh Kin

Please proceed.
Thank you.

Janice Goh

Executive, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243

[Website](#) [LinkedIn](#) [Twitter](#)



From: Poh Kin (LKKAUTO) <pohkin@lkkauto.com>
Sent: Monday, 19 August 2019 6:01 PM
To: Joyce Foo <joyce.foo@qbe.com>; Jenny Toh <jenny.toh@qbe.com>; Janice Goh Siew Geok <janice.goh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Accident involving SJH4720T & SLR3569U on 16/07/2018 (PRE-REPAIR SURVEY REQUEST) - [VC011671]
Importance: High

Your ref : VC011671

Our ref : CC4/QBE18013029/Gha3

Dear Sir/Madam,

ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLR 3569U(OI), SJH 4720T (TP) AND OTHER ON 16/07/2018

We refer to the above matter.

Liability: The said chain collision involved Three vehicles whereby TP was the Second vehicle and our insured was the Last vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We did clarify with OI (Mr Tan) the nature of the accident and He is agree to settle and aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**Torque 5 Pte Ltd**" at **\$1,579.00(all-in).**

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Total loss	\$ 800.00	\$ 800.00
2. Loss of Use	\$ 800.00 (10days x \$80.00)	\$ 600.00 (10days x \$60.00)
3. Loss of storage	\$ 300.00 (10 days x \$30.00)	\$ 0.00
4. GIA searches and reports fee	\$ 59.00(\$2+\$15+\$14+\$14+\$14)	\$ 59.00(\$2+\$15+\$14+\$14+\$14)
3. Towing fee	<u>\$ 120.00</u>	<u>\$ 120.00</u>
Total	\$ 2,079.00	<u>\$ 1,579.00</u>

**10days LOU = DOA-16.07.2018 till Date of Sales Agreement-26.10.2018

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@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, 19 August 2019 5:19 PM

To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>

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

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi

Kindly assist.

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

Sent: Tuesday, 21 August, 2018 3:09 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

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

Our Ref. VC011671

Hi

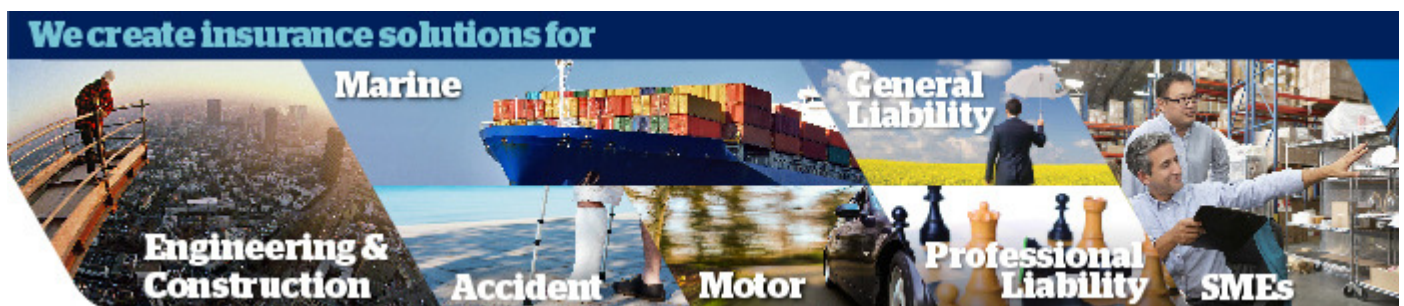
We refer to the above.

We have received LOD from TP, attached for your handling please.

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

Sent: Friday, 20 July, 2018 10:58 AM

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

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

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

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 | fax: 67414108

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

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 | 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: Wednesday, 18 July 2018 10:58 AM

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

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

Our Ref. VC011671

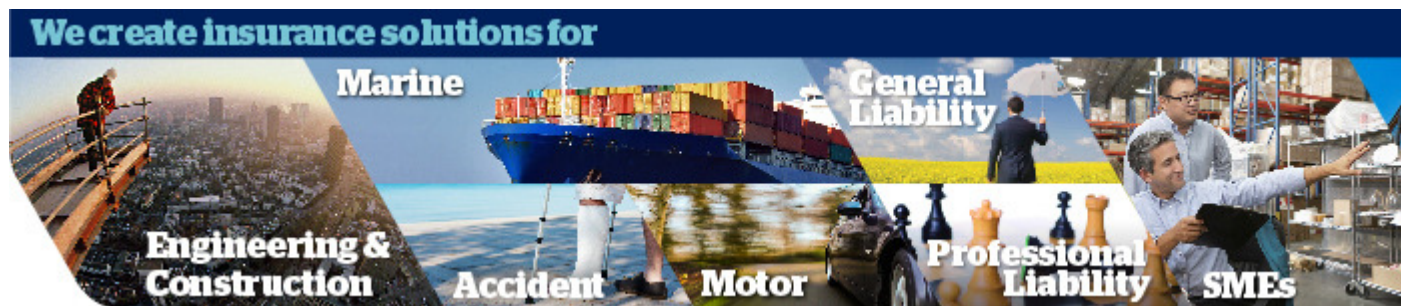
Hi

Please assist to arrange for TP survey- Direct settlement.

Thank You & Best Regards

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

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

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

Cc: 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



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

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

To: Torque 5 Assessment <assessment@torque5.com>; Info SINGAPORE <info.sing@qbe.com>

Cc: sam.chang@torque5.com; eric.lee@torque5.com; 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

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

Sent: Tuesday, 17 July, 2018 3:11 PM

To: Info SINGAPORE <info.sing@qbe.com>; Joyce Foo <joyce.foo@qbe.com>

Cc: assessment@torque5.com; sam.chang@torque5.com; eric.lee@torque5.com; 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

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

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