

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 14 December 2018 5:10 PM  
**To:** 'Desmond Tay'; Guo Qiang (LKKAUTO); SUR  
**Subject:** RE: [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018  
**Attachments:** LKKAdjustment1a.pdf; LKKInspection.pdf; LKKInvoice1.pdf

Dear Desmond,

Enclosed herewith survey report (soft copy).

Hard copy will send to your office shortly.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

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**From:** Desmond Tay <desmondta@insightadjusters.com>  
**Sent:** Monday, 10 December 2018 2:38 PM  
**To:** Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>; SUR <sur@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Veron / Guo Qiang,

Thank you for taking our call just now.

Please let us have the report on an urgent basis.

Best regards,  
Desmond Tay  
E-Mail : [desmondta@insightadjusters.com](mailto:desmondta@insightadjusters.com)

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**From:** Desmond Tay  
**Sent:** Thursday, 22 November 2018 3:52 PM  
**To:** 'Guo Qiang (LKKAUTO)' <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Admin-D (LKKAUTO)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang,

We refer to our e-mail of 13 November 2018.

Please let us have a copy of your surveyor's report urgently.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Desmond Tay  
**Sent:** Tuesday, 13 November 2018 4:47 PM  
**To:** 'Guo Qiang (LKKAUTO)' <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang,

We refer to your e-mail of 5 November 2018.

Kindly advice if the report is ready? Do you have a timeline?

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Guo Qiang (LKKAUTO) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Sent:** Monday, 5 November 2018 10:42 AM  
**To:** Desmond Tay <[desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Desmond,

I am still waiting for parts price verification from Mercedes-benz agent Cycle & Carriage.

Regards,  
Guo Qiang

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**From:** Desmond Tay [<mailto:desmondtay@insightadjusters.com>]  
**Sent:** Monday, 5 November, 2018 10:30 AM  
**To:** Guo Qiang (LKKAUTO); SUR; Veron Chen (LKKAUTO); Admin-D (LKKAUTO)  
**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang & Veron,

We refer to the above assignment.

We cannot trace having received your reply.

Please let us have your survey report.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Desmond Tay  
**Sent:** Friday, 19 October 2018 5:54 PM  
**To:** 'guoqiang@lkkauto.com' <[guoqiang@lkkauto.com](mailto:guoqiang@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'veronchen@lkkauto.com' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang & Veron,

We refer to the above assignment.

We cannot trace having received your reply.

Please let us have your survey report.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Desmond Tay

**Sent:** Thursday, 11 October 2018 8:02 AM

**To:** 'guoqiang@lkkauto.com' <[guoqiang@lkkauto.com](mailto:guoqiang@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>;  
'veronchen@lkkauto.com' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang & Veron,

We refer to the above assignment.

Kindly let us have your survey report by tomorrow.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Desmond Tay

**Sent:** Monday, 24 September 2018 3:31 PM

**To:** 'guoqiang@lkkauto.com' <[guoqiang@lkkauto.com](mailto:guoqiang@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>;  
'veronchen@lkkauto.com' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang,

We refer to our earlier e-mail.

We cannot trace having receive your reply.

Kindly let us your survey report urgently.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Desmond Tay

**Sent:** Monday, 3 September 2018 2:28 PM

**To:** 'guoqiang@lkkauto.com' <[guoqiang@lkkauto.com](mailto:guoqiang@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>;  
'veronchen@lkkauto.com' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang,

Thank you for taking our call just now.

As discuss, you have not receive the quotation for the repair of the above car from the workshop, detail.lab.

We managed to obtain a copy from our Insured which is enclosed for your easy reference.

You may wish to confirm this quotation with detail.lab.

Please let us have your report on an urgent basis.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Desmond Tay  
**Sent:** Monday, 3 September 2018 12:55 PM  
**To:** 'guoqiang@lkkauto.con' <[guoqiang@lkkauto.con](mailto:guoqiang@lkkauto.con)>; 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Nivitha/ Guo Qiang,

We refer to our e-mail of 28 August 2018.

Kindly advise the status of the survey and report.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Desmond Tay  
**Sent:** Tuesday, 28 August 2018 2:39 PM  
**To:** 'guoqiang@lkkauto.con' <[guoqiang@lkkauto.con](mailto:guoqiang@lkkauto.con)>  
**Cc:** 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** [IA2018-37715] /TTK; Y/Ref: Please advised Incident involving Third Party Vehicle SLH 2888H at the carpark along Block 817 Tampines Street 81 on 18 August 2018

Dear Guo Qiang,

We refer to the above assignment.

We tried contacting you but you were busy. Kindly give us a call to discuss the above matter.

Best regards,  
Desmond Tay  
E-Mail : [desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)

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**From:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Tuesday, 21 August 2018 3:53 PM  
**To:** Desmond Tay <[desmondtay@insightadjusters.com](mailto:desmondtay@insightadjusters.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Subject:** RE: Survey of Third Party Vehicle - SLH2888H

Dear Desmond,

Thank you for the assignment.

Please be informed repairer arrange survey on 23/08/2018.

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:** Desmond Tay [[mailto:desmond\\_tay@insightadjusters.com](mailto:desmond_tay@insightadjusters.com)]

**Sent:** Tuesday, 21 August 2018 3:45 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Subject:** Survey of Third Party Vehicle - SLH2888H

Dear Mr Nivitha,

We refer to our telephone conversation earlier today.

We are the Loss Adjusters appointed by Liberty Insurance Pte Ltd to look into a Liability matter.

Below are brief details of the incident:-

- Third Party's Car
- Model : Unknown
- Registration no: SLH2888H
- Remarks : Damage to vehicle

We require your assistance to survey the vehicle and provide us with a detailed report on a "Without Prejudice" basis.

Kindly contact the Third Party, Mr Ben, at 98448533.

Thank you for your kind assistance and we look forward to receiving the report in due course.

Please do not hesitate to contact me should you have any further enquires. Thank you.

Best regards,

Desmond Tay

E-Mail : [desmond\\_tay@insightadjusters.com](mailto:desmond_tay@insightadjusters.com)

**Insight Adjusters and Surveyors Pte Ltd**

133 Cecil Street, #14-02

Keck Seng Tower

Singapore 069535

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<http://www.insightadjusters.com>

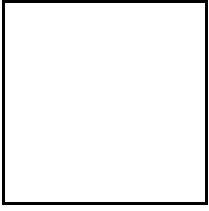
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- Loss Adjuster of the Year, Asia Insurance Industry Award
- A Singapore Top 500 SME
- **CESAM Average Agents, AIMU Correspondents**

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