

Vic (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Monday, 11 February, 2019 5:23 PM
To: Vic (LKKAUTO)
Cc: Jenny Toh
Subject: <SEEK MANDATE> RE: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS LKK REF CC4/QBE18019366/Uha3
Attachments: LKK INSPECTION REPORT.PDF; LKK ADJUSTMENT REPORT.PDF; LKK INSPECTION PHOTOS.PDF; LKK REINSPECTION PHOTOS.PDF; Email to OI dd 181218.pdf; LETTER TO OI.PDF; TP LOD.pdf

Our ref: VC011971

Dear Vic

Please proceed.

Thank you.

From: Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Sent: Wednesday, 30 January 2019 8:10 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Joyce Foo <joyce.foo@qbe.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>
Subject: RE: <SEEK MANDATE> RE: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS LKK REF CC4/QBE18019366/Uha3

YOUR REF – VC011971
LKK REF – CC4/QBE18019366/Uha3
=====

Dear Jenny,

ACCIDENT INVOLVING VEHICLES SDA 8818C (OI) AND SJT 462B (TP) ON 21/10/2018

We refer to the above matter.

It was reported that Insured vehicle was making a U-turn when collided to the TP vehicle.

An letter 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 **Z-ONE AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 5,232.30	\$ 2,140.00
Loss of Rental (\$100 x 4 days)	\$ 400.00	\$ 400.00
GIA / LTA Search Fee	\$ 36.45	\$ 36.45
TOTAL	\$ 5,668.75	\$ 2,576.45

Breakdown of days is as follows:

Our surveyor's recommended days to repair	3 days
Weekends / Downtime	1 day
TOTAL	4 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)



Save the Earth. Print only when necessary.

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From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Friday, 2 November, 2018 9:25 AM

To: Mei Kwan (LKKAuto)

Cc: Admin A; CS A Team; Joyce Foo

Subject: RE: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

Our Ref : VC011971

Dear Mei Kwan

Please find attached as per requested.

regards

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



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

Sent: Friday, 2 November 2018 9:20 AM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Joyce Foo <joyce.foo@qbe.com>

Subject: RE: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

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: Mei Kwan (LKKAuto)

Sent: Wednesday, 31 October, 2018 11:26 AM

To: 'Jenny Toh' <jenny.toh@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

QBE ref: TBA

LKK REF: CC4/QBE18019366/Uha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SJT 462B

We have not authorized repairs.

Enclosed for your perusal is:

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

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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: Wednesday, 24 October, 2018 11:28 AM

To: 'Jenny Toh' <jenny.toh@qbe.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

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: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Wednesday, 24 October 2018 11:16 AM

To: 'assignments' <assignments@lkkauto.com>

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

Our ref: VC011971

Dear Madam

Kindly survey the third party claim :-

Insured : SDA8818C

TP vehicle: SJT462B

Date of accident : 21/10/2018

Contact : as below

Kindly acknowledge receipt

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore



From: Yvonne Yong <service@z-one.com.sg>

Sent: Tuesday, 23 October 2018 4:00 PM

To: Jenny Toh <jenny.toh@qbe.com>

Cc: Jenny Toh <jenny.toh@qbe.com>

Subject: Re: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

Dear Jenny,

Kindly appoint LKK Auto Consultants Pte Ltd.

Thank you!

Best Regards,

Yvonne Yong

Z-One Automotive Pte Ltd

1 Kaki Bukit Ave 6, #01-85/87 Autobay @ Kaki Bukit Singapore 417883

Tel: 66342112 / 62502115 Fax: 6634 2122

From: Jenny Toh

Sent: Tuesday, October 23, 2018 3:41 PM

To: service@z-one.com.sg

Cc: Jenny Toh

Subject: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

Our ref : V0016836

Dear Yvonne

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
Infiniti Appraisal Service
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.

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: Gwen Tan
Sent: Tuesday, 23 October 2018 11:11 AM
To: Joyce Foo <joyce.foo@qbe.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: service@z-one.com.sg
Subject: FW: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

Dear Ladies

FYNA please.

Thanks.

Regards

Gwen Tan
Assistant Executive, Marine Claims
QBE Asia Pacific – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1249



From: Yvonne Yong <service@z-one.com.sg>
Sent: Tuesday, 23 October 2018 11:00 AM
To: claims-singapore@qbe.com
Cc: Joyce QBE <joyce.heng@qbe.com>; Gwen Tan <gwen.tan@qbe.com>
Subject: (DS) PRS TO BE ARRANGE @ Z-ONE KAKI BUKIT / ACCIDENT INVOLVING SJT462B & SDA8818C ON 21/10/2018 AT 1000HRS

Dear Sir/Mdm,

Attached PRS for your kind attention.

Please send us your list of 10 surveyor for us to choose.

Do contact Yvonne Yong @ 97552115 for any necessary.

Thank you!

Best Regards,
Yvonne Yong

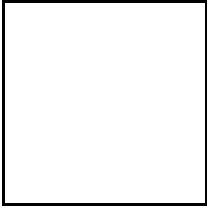
Z-One Automotive Pte Ltd

1 Kaki Bukit Ave 6, #01-85/87 Autobay @ Kaki Bukit Singapore 417883

Tel: 66342112 / 62502115 Fax: 6634 2122

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