

Vic (LKKAuto)

From: Joyce Foo <joyce.foo@qbe.com>
Sent: Wednesday, 26 December, 2018 9:48 AM
To: Admin A; Vic (LKKAuto)
Subject: FW: <SEEK MANDATE> RE: Request for prs SLT1206U Your Ref: VC012025 LKK REF CC4/QBE18020227/Uha3
Attachments: LKK INSPECTION REPORT.pdf; LKK ADJUSTMENT REPORT.pdf; LKK INSPECTION PHOTOS.pdf; LKK REINSPECTION PHOTOS.pdf; TP LOD.pdf

Hi Vic

Please proceed to offer 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: Monday, 24 December 2018 10:31 AM
To: Joyce Foo <joyce.foo@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Subject: <SEEK MANDATE> RE: Request for prs SLT1206U Your Ref: VC012025 LKK REF CC4/QBE18020227/Uha3

YOUR REF – VC012025
LKK REF – CC4/QBE18020227/Uha3
=====

Dear Joyce,

ACCIDENT INVOL VING VEHICLES GY 3307G (OI) AND SLT 1206U (TP) ON 07/11/2018

We refer to the above matter.

It was reported that Insured vehicle had rear-ended 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 **FASTECH AUTO PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 7,952.88	\$ 3,083.68
Loss of Rental (\$100 x 3 days)	\$ 300.00	\$ 300.00
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 8,254.88	\$ 3,385.68

Breakdown of days is as follows:

Our surveyor's recommended days to repair	3 days
TOTAL	3 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: Vic (LKKAuto)

Sent: Wednesday, 28 November, 2018 4:22 PM

To: Joyce Foo

Cc: Admin A; Vic (LKKAuto)

Subject: RE: Request for prs SLT1206U Your Ref: VC012025 LKK REF CC4/QBE18020227/Uha3

QBE REF: VC012025

LKK REF: CC4/QBE18020227/Uha3

WITHOUT PREJUDICE

Dear Joyce,

We refer further to our below email.

This is a TP direct settlement case. We had inspected TP vehicle SLT 1206U at M/s Fastech Auto Pte Ltd.

Enclosed for your perusal are the ff:

- TP Estimate – marked
- TP vehicle inspection photos
- Preliminary Advise

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

Sent: Monday, 12 November, 2018 2:53 PM

To: Mei Kwan (LKKAuto)

Cc: Admin A; Vic (LKKAuto); CS A Team

Subject: RE: Request for prs SLT1206U

Our Ref. VC012025

Hi

Attached OI report for your attention. Please proceed to settle at best.

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

Sent: Monday, 12 November 2018 11:44 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: Request for prs SLT1206U

CTI ref: V0012572

LKK REF: CC4/QBE18020227/Uha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP GIA report

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

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

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge 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, 7 November, 2018 5:28 PM

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

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

Subject: RE: Request for prs SLT1206U

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 <joyce.foo@qbe.com>

Sent: Wednesday, 7 November 2018 4:39 PM

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

Subject: FW: Request for prs SLT1206U

Hi

Please assist to arrange for TP survey on WP basis as Insured as yet to report.

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: Nancy Lam <nancy.lam@fastechauto.com.sg>

Sent: Wednesday, 7 November 2018 4:25 PM

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

Subject: RE: Request for prs SLT1206U

WITHOUT PREJUDICE

Our ref : V0012572

Dear Sirs/Madam

Please arrange LKK Auto Consultants Pte Ltd to survey the car.

Regards,

Nancy Lam

Fastech Auto Pte Ltd

Tel: 6746 5405

Fax: 6745 8520

From: Joyce Foo [<mailto:joyce.foo@qbe.com>]
Sent: Wednesday, November 7, 2018 4:24 PM
To: Nancy Lam <nancy.lam@fastechauto.com.sg>
Subject: RE: Request for prs SLT1206U

WITHOUT PREJUDICE

Our ref : V0012572

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.

Our Insured has yet to make a report. Kindly let us have a copy of your client's GIA report.

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: Nancy Lam <nancy.lam@fastechauto.com.sg>
Sent: Wednesday, 7 November 2018 2:51 PM
To: Joyce Foo <joyce.foo@qbe.com>
Subject: Request for prs SLT1206U

Hi Sir

My client claiming your insured GY 3307G.

Please kindly arrange PRS for SLT 1206U.

Date of accident 07.11.2018

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS AMENDMENT NO. 1 OF 2016 paragraph 2.3, you are require to provide a list of at least 10 motor surveyors within 2 days of the notice.

Regards,
Nancy Lam
Fastech Auto Pte Ltd
Tel: 6746 5405
Fax: 6745 8520

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