

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Monday, 29 July, 2019 1:46 PM
To: Jenny Toh
Cc: Admin A; Vic (LKKAUTO)
Subject: <SEEK MANDATE> RE: QBE REF: VC012246 Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gha3n2
Attachments: LKK INSPECTION REPORT.pdf; LKK ADJUSTMENT REPORT.pdf; LKK INSPECTION PHOTOS.pdf; LKK REINSPECTION PHOTOS.pdf; TP LOD.pdf; Email to OI.pdf
Importance: High

YOUR REF – VC012246
LKK REF – CC4/QBE19001023/Gha3
=====

Dear Jenny,

ACCIDENT INVOL VING VEHICLES GBG 7432E (OI) AND SKA 2172M (TP) ON 15/01/2019

We refer to the above matter.

It was reported that Insured vehicle had rear-ended the stationary TP vehicle.

An email 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 CITY AUTO PTE LTD is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 8,471.28	\$ 4,280.00
Loss of Use (\$100 x 7 days)	\$ 700.00	\$ 420.00 (\$60 x 7 days)
TOTAL	\$ 9,171.28	\$ 4,700.00

TP VEHICLE:

MARKET VALUE : \$27,000.00 (est)
LTA REBATE : \$17,000.00 (est)
NETT VALUE : \$10,000.00 (est)

Breakdown of days is as follows:

Our surveyor's recommended days to repair	6 days
Weekends / Downtime	1 day
TOTAL	7 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: Mei Kwan (LKKAuto)

Sent: Monday, 29 July, 2019 11:46 AM

To: Jenny Toh; Vic (LKKAuto)

Cc: CS A Team; Admin A

Subject: RE: Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gha3n2

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Currently in the midst of preparing report to seek mandate.

Hi Vic,

Kindly expedite.

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: Jenny Toh <jenny.toh@gbe.com>

Sent: Monday, 29 July, 2019 10:04 AM

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

Subject: Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gja3

Our ref: VC012246

Dear Mei Kwan

Is the survey report ready?

regards

Jenny Toh

Senior Assistant

Claims / Asia

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

+65 6224 6633 | +65 6477 1225

[Website](#)

[LinkedIn](#)

[Twitter](#)



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

Sent: Tuesday, 29 January 2019 4:53 PM

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

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

Subject: FW: Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gja3

Our ref: VC012246

Hi Mei Kwan

Please find attached as per requested.

regards

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

Sent: Tuesday, 29 January 2019 10:43 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Joyce Foo <joyce.foo@qbe.com>

Subject: RE: Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gja3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

QBE ref: TBA

LKK REF: CC4/QBE19001023/Gja3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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: Friday, 25 January, 2019 11:19 AM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gja3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

QBE ref: TBA
LKK REF: CC4/QBE19001023/Gja3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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: Tuesday, 22 January, 2019 10:51 AM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gja3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

QBE ref: TBA
LKK REF: CC4/QBE19001023/Gja3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKA 2172M

We have not authorized repairs.

Enclosed for your perusal is:

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

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

Please take note that the case handler in-charge is Joy and she can be contacted at DID: 6841 2409.

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: Mei Kwan (LKKAuto)

Sent: Wednesday, 16 January, 2019 6:34 PM

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

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

Subject: RE: Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/ja3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

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

Please take note that the case handler in-charge is Joy and she can be contacted at DID: 6841 2409.

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, 16 January, 2019 5:44 PM

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

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

Subject: RE: Arrange survey on SKA2172M

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed repairer agreed survey on 17/01/2019.

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, 16 January 2019 5:17 PM
To: 'assignments' <assignments@lkkauto.com>
Cc: Jenny Toh <jenny.toh@qbe.com>
Subject: FW: Arrange survey on SKA2172M

Our ref: V0020860

Dear Sir

Kindly assist to survey the third party claim as per below information.

regards

From: City Auto <cityauto@singnet.com.sg>
Sent: Wednesday, 16 January 2019 5:07 PM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: RE: Arrange survey on SKA2172M

Dear Sir,

Kindly arrange **LKK Auto Consultants Pte Ltd** for survey.

Thank you.

Best Regards,

Vronica Law
City Auto Pte Ltd
Blk 8 Sin Ming Industrial Estate,
#01-60/62 Sin Ming Road,
Singapore 575643
Tel : 6453 1235
Fax : 6453 7944

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]
Sent: Wednesday, 16 January, 2019 4:44 PM
To: City Auto
Cc: Jenny Toh
Subject: Arrange survey on SKA2172M

Our ref : V0020860

Dear Vronica

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.

From: City Auto <cityauto@singnet.com.sg>
Sent: Wednesday, 16 January 2019 4:07 PM
To: Jenny Toh <jenny.toh@qbe.com>
Subject: Arrange survey on SKA2172M

Hi Arrangement survey dept,

Kindly arrange TP survey on following vehicle :

Survey TP,

Your vehicle : GBG7432E

Our vehicle : SKA2172M

D.O.A : 15/01/2019

LOCATION : BLK 160,Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722

Thank you.

Best Regards,

Vronica Law
City Auto Pte Ltd
Blk 8 Sin Ming Industrial Estate,
#01-60/62 Sin Ming Road,
Singapore 575643
Tel : 6453 1235
Fax : 6453 7944

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