

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Thursday, 22 August, 2019 11:49 AM
To: Janice Goh Siew Geok
Cc: Admin A; Vic (LKKAuto); Jenny Toh
Subject: <SEEK MANDATE> RE: QBE REF: VC012279 PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48 LKK REF CC4/QBE19001893/Aha3
Attachments: LKK INSPECTION REPORT.pdf; LKK ADJUSTMENT REPORT.pdf; LKK INSPECTION PHOTOS.pdf; LETTER TO OI.pdf; TP SCENE PHOTOS.pdf; TP LOD.pdf; TP VIDEO FOOTAGE.mp4

YOUR REF – VC012279
LKK REF – CC4/QBE19001893/Aha3
=====

Dear Janice,

ACCIDENT INVOL VING VEHICLES SFQ 1117E (OI) AND SJT 6712R (TP) ON 27/01/2019

We refer to the above matter.

It was reported that Insured vehicle was turning left at a going straight or turn right lane. A copy of TP video footage was attached for your reference.

A 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, liability is not to our Insured’s favour.

Summary to offer to repairer **PROGRESSIVE CAR CARE PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 3,619.24	\$ 1,819.00
Loss of Use (\$60 x 3 days)	\$ 180.00	\$ 180.00
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 3,801.24	\$ 2,001.00

Breakdown of days is as follows:

Our surveyor’s recommended days to repair	4 days
CLAIMED	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: Tuesday, 6 August, 2019 5:03 PM

To: Janice Goh Siew Geok

Cc: Admin A; Vic (LKKAuto)

Subject: RE: QBE REF: VC012279 PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48 LKK REF CC4/QBE19001893/Aha3

Your Ref: VC012279

WITHOUT PREJUDICE

Dear Janice,

We refer further to our below email.

Enclosed for your perusal:

- Estimated cost of repair - marked
- Preliminary advice
- Inspection Photos

Meanwhile, we are currently preparing our report for mandate approval.

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: Vic (LKKAuto)
Sent: Tuesday, 6 August, 2019 4:15 PM
To: Janice Goh Siew Geok
Cc: Admin A; Vic (LKKAuto)
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48 LKK REF CC4/QBE19001893/Aha3

Dear Janice,

We refer to your below email.

Please be informed that we are pending for TP LOD.

We attached herewith a copy of the TP video footage and scene photo which shows liability is not in favour of our Insured.

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: Su Li (LKK Auto)
Sent: Tuesday, 6 August, 2019 3:53 PM
To: Janice Goh Siew Geok; Vic (LKKAuto)
Cc: Admin A
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Mr Vic

Hi Vic,

FYNA, our ref CC4/QBE19001893/Aha3

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 (Ext:119) Email: SuLi@lkkauto.com Fax: 67414108

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

From: Janice Goh Siew Geok [<mailto:janice.goh@qbe.com>]

Sent: Tuesday, 6 August 2019 3:43 PM

To: Admin A; Joy Irene (LKKAuto)

Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Hi Joy

We refer to the above matter.

Please advise an update asap.

Thank you.

Janice Goh

Executive, Claims

Claims | Asia

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

+65 6477 1243

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



From: Joyce Foo

Sent: Thursday, 18 April 2019 8:50 AM

To: Admin A (admin-a@lkkauto.com) <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Subject: FW: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Our Ref. VC012279

Dear Sir/Madam

We refer to the above.

Please advise status to expedite claim.

[Thanks & Best Regards](#)

Joyce Foo

Senior Assistant

Claims Dept/Asia

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

+65 64771184 | +65 62246633

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

From: Joyce Foo
Sent: Tuesday, 29 January 2019 4:56 PM
To: 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Our Ref. VC012279

Hi

Attached Insured's report for your retention.

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: Tuesday, 29 January 2019 4:15 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Joyce Foo <joyce.foo@qbe.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

QBE ref: V0018555
LKK REF: CC4/QBE19001893/ja3

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: Monday, 28 January, 2019 3:08 PM

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

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

Subject: RE: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Dear Jenny,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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

Sent: Monday, 28 January, 2019 2:48 PM

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

Cc: Jenny Toh <jenny.toh@qbe.com>; Joyce Foo <joyce.foo@qbe.com>

Subject: FW: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Our ref: V0018555

Dear Sir

Kindly survey the third party vehicle :-

Insured: SFQ1117E

Third party : SJT6712R

Date of accident : 27/01/2019

Contact : as below

Kindly acknowledge receipt.

From: Peiwen <peiwen@procarcare.com.sg> **On Behalf Of** Claims
Sent: Monday, 28 January 2019 12:08 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Lily <bhlim@procarcare.com.sg>; Soo Leong Keat <lksoo@procarcare.com.sg>
Subject: PROGRESSIVE/TP/SJT 6712 R(SFQ 1117 E)/DOA 27.01.2019/EST \$3382.48

Hi Jenny,

Please refer to the attached and arrange survey.

Vehicle is NOT IN workshop.

Kindly assist to advise OIC for this case.

Thank You.

Regards,

Pei Wen NG

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



**With effect from 1 Sep 2018, Progressive Automotive Pte Ltd has been rebranded as Progressive Car Care Pte Ltd. You may now reach us at our new email addresses (@procarcare.com.sg). We look forward to your continued support.*

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