

Veron Chen (LKKAUTO)

From: Naz (LKKAUTO)
Sent: Tuesday, 3 March 2020 4:03 PM
To: Goh, Stella
Cc: SUR; Shiau Chan (LKKAUTO); Bryan Ang (LKKAUTO)
Subject: Re: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)
Attachments: SMJ 2579T HEIGHT MEASUREMENT REPORT.pdf

Dear Ms Goh,

Attached herewith is the Height Measurement Report.

A hardcopy of the report will be forwarded to your office in due course.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Naz (LKKAUTO) <Naz@lkkauto.com>
Sent: Tuesday, 25 February 2020 11:35 AM
To: Goh, Stella <stella.goh@awac.com>
Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: Re: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Ms Goh,

My sincere apologies for the late reply. I have completed the Height Measurement Report and forwarded it to my senior for review. I will email it to you once he has gone through it.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

From: Goh, Stella <stella.goh@awac.com>
Sent: Tuesday, 25 February 2020 10:12 AM
To: Naz (LKKAUTO) <Naz@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Naz,

We refer to our last email dated 11.02.2020.

We have not received any update from you.

Please advise is the report ready?

Thank you.

Regards
Stella Goh
Claims Analyst
Claims Group
Global Markets

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 6423 0857
F: +65 6423 0864
E: stella.goh@awac.com
W: www.awac.com

From: Goh, Stella
Sent: Tuesday, February 11, 2020 10:09 AM
To: 'Naz (LKKAUTO)' <Naz@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Naz,

We refer to your last email dated 23.01.2020.

Please advise is the report ready?

Thank you.

Regards
Stella Goh
Claims Analyst
Claims Group
Global Markets

Allied World Assurance Company, Ltd
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E: stella.goh@awac.com
W: www.awac.com

From: Naz (LKKAuto) <Naz@lkkauto.com>
Sent: Thursday, January 23, 2020 12:43 PM
To: Goh, Stella <stella.goh@awac.com>
Cc: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: Re: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Ms Goh,

I have received the assignment and contacted the Insured, Mr Tan to conduct an inspection of his vehicle. I will be meeting him tomorrow, 24 January 2020 at his house carpark. I will update you accordingly.

Thank you.

Best Regards,

“Wishing you a Happy and Prosperous New Year”

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Goh, Stella <stella.goh@awac.com>
Sent: Tuesday, 21 January 2020 3:37 PM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Investigation <investigation@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Bryan,

We refer to our earlier tele-conversation.

Please proceed with the height measurement as we wish to know any dent or damage to our Policyholder's vehicle.

Also to check were there any paint pickup by our insured's vehicle.

Please arrange with the insured on the appointment soonest.

Thank you.

Regards
Stella Goh
Claims Analyst
Claims Group
Global Markets

Allied World Assurance Company, Ltd
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E: stella.goh@awac.com
W: www.awac.com

From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Sent: Tuesday, January 21, 2020 11:34 AM
To: Goh, Stella <stella.goh@awac.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Investigation <investigation@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Stella

The coloured photos provided show contact between both vehicles. Is your insured now disputing contact or disputing on liability or disputing on the COR.

Best Regards,
Bryan Ang
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Goh, Stella <stella.goh@awac.com>
Sent: Monday, 20 January 2020 12:54 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Investigation <investigation@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Shiau Chan and Naz,

Please see attachment.

Thank you.

Regards
Stella Goh
Claims Analyst
Claims Group
Global Markets

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F: +65 6423 0864

E: stella.goh@awac.com

W: www.awac.com

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, January 17, 2020 5:03 PM

To: Goh, Stella <stella.goh@awac.com>; Investigation <investigation@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Dear Stella,

Thank you for the email.

Dear Naz,

Please refer to the below email.

«Wishing you a Happy and Prosperous Lunar New Year»

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Goh, Stella <stella.goh@awac.com>

Sent: Friday, 17 January 2020 4:19 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: Our Claim Ref: NSV1900119; Your Ref: DVPPSB0549151801 (SMG2579) (DOA: 03.03.2019)

Importance: High

Dear Shiau Chan,

We refer to the above captioned matter.

We note that survey was done on 18.03.2019.

However our Policyholder is disputing on liability.

Based on our insured's GIA report, the photos provided were not clear.

Therefore we would need your surveyor to arrange an appointment with our Policyholder to do a height measurement on his vehicle.

We have attached a scene photo provided by third party but it was in black and white.

We have since requested them for a colored photo and will forward you the same once we receive.

We would need your surveyor to confirm were there any impact on our insured's vehicle.

We have informed Mr Tan on this arrangement.

Please see attached for a copy of Mr Tan's GIA report and arrange for an appointment.

I will send you the PW in the next email.

Trust this clarifies.

Thank you.

Regards
Stella Goh
Claims Analyst
Claims Group
Global Markets

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