

## Jia Le (LKK Auto)

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**From:** Jenny Toh <jenny.toh@qbe.com>  
**Sent:** Thursday, 12 December 2019 3:37 PM  
**To:** Jia Le (LKK Auto)  
**Cc:** claims-singapore  
**Subject:** [VC012368] [URGENT] QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

Hi Jia Le

Kindly proceed with settlement.

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](#)



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**From:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Thursday, 12 December 2019 3:31 PM  
**To:** Jenny Toh <jenny.toh@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE:[URGENT] QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

Dear Sirs/Madam,

We refer to the below email dated on 23/10/19.

Kindly let us have your approval/instruction as Third Party is chasing.

Thank you.

*"Best Wishes for Merry Christmas & Happy New Year 2020"*

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** Jia Le (LKK Auto)  
**Sent:** Wednesday, 23 October 2019 9:34 AM  
**To:** Jenny Toh; Syaheeda Nacah Binte Mohamed Othman

Cc: Admin A

Subject: RE: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

AIG Ref: **VC012368**

LKK Ref: CC4/QBE19005077/Eda3

Dear Sirs/Madam,

**ACCIDENT INVOLVING XD 8964K(OI) AND SKZ 5288L(TP) ON 05/03/2019**

We refer to the above matter.

Insured changed lane and resulted the accident. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he is aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, "TRANS EUROKARS PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 15,015.53	\$ 5,210.60
2. Loss of Rental (3days x \$100)(w/GST)	\$ 321.00	\$ 321.00 (3days x \$100)(w/GST)
3. Loss of Use (2days x \$60)	\$ 120.00	\$ -
4. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 15,458.53</b>	<b><u>\$ 5,533.60</u></b>

\*\*05days recommendation for repair.

**For your approval please.**

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

**Sent:** Thursday, 4 July 2019 9:50 AM

**To:** Mei Kwan (LKKAuto)

**Cc:** Admin A; CS A Team; Asher Sng (LKKAuto); Joyce Foo

**Subject:** RE: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

Our ref: VC012368

Hi Mei Kwan

Please find attached as per requested.

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](#)



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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Wednesday, 3 July 2019 6:42 PM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Joyce Foo <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>

**Subject:** RE: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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**From:** Mei Kwan (LKKAuto)

**Sent:** Thursday, 16 May, 2019 2:01 PM

**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; 'Joyce Foo' <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>

**Subject:** RE: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Tuesday, 9 April, 2019 10:32 AM  
**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKZ 5288L

- Estimated cost of repair
- Preliminary advice

We have not authorized repairs.

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

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 29 March, 2019 9:19 AM  
**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

**QBE ref: TBA**  
**LKK REF: CC4/QBE19005077/Eea3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKZ 5288L

- Estimated cost of repair
- Preliminary advice

We have not authorized repairs.

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

Our case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Wednesday, 20 March, 2019 12:14 PM

**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

Dear Jenny,

Thank you for the assignment.

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

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Wednesday, 20 March 2019 10:17 AM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

Our ref: VC012368

Hi all

Kindly survey the third party claim :-

Insured : XD8964K

Third party : SKZ5288L

Date of accident : 05/03/2019

Contact: as below

Kindly acknowledge receipt.

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**From:** [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg) <[jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)>  
**Sent:** Tuesday, 19 March 2019 5:00 PM  
**To:** Joyce Foo <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>  
**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)  
**Subject:** Re: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

Dear Joyce,

We choose LKK for this case. Please arrange with your appointed surveyor.

Regards.

Jess Francis Carlos  
Insurance Claim Executive  
TRANS EUROKARS PTE LTD  
5 Ubi Close  
Singapore 408605  
HP: 8128 9802

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**From:** Joyce Foo <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>  
**Sent:** Monday, March 18, 2019 8:32:24 AM  
**To:** Jess Francis Amurao Carlos  
**Cc:** Jenny Toh  
**Subject:** FW: QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

WITHOUT PREJUDICE

Our ref : V0008425

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.

FYI Our Insured has yet to report the accident.

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](mailto:joyce.foo@qbe.com)  
Visit us on the web at [www.qbe.com.sg](http://www.qbe.com.sg)



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**From:** [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg) <[jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)>  
**Sent:** Friday, 15 March 2019 7:05 PM  
**To:** [gary.aw@qbe.com](mailto:gary.aw@qbe.com); Joyce Foo <[joyce.foo@qbe.com](mailto:joyce.foo@qbe.com)>; [joyce.heng@qbe.com](mailto:joyce.heng@qbe.com)  
**Cc:** [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)  
**Subject:** QBE ref - XD8964K / Our ref - SKZ5288L / DOA Mar 5, 2019 / 3rd party claim survey

Dear QBE Team,

Please arrange the survey to our client's vehicle.

Regards,

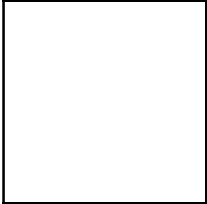
Jess Francis Carlos  
Insurance Claims Executive  
Trans Eurokars Pte Ltd  
5 Ubi Close  
Singapore 408605  
Tel no.: 81289802

**From:** [mazdacanon@mazda.com.sg](mailto:mazdacanon@mazda.com.sg) <[transeurokars@eurokars.com.sg](mailto:transeurokars@eurokars.com.sg)>  
**Sent:** 15 March 2019 7:18 PM  
**To:** Jess Francis Amurao Carlos <[jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg)>  
**Subject:** Attached Image

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