

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 4 December 2020 8:38 AM
To: 'Andrew Lim'
Cc: Admin A; claims-singapore
Subject: RE: Direct Settlement - Accident Involving GBB9643B (OI : QBE - VC012272) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at \$4,268.50(all-in) with third party repairer. Breakdown as follows: -

1. Cost of Repair (w/GST)	\$ 4,226.50
2. Loss of Rental (4days x \$100.00)	\$ 400.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 4,628.50

We are currently pending for signed DV from third party and will proceed to close file once DV received.
Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Thursday, November 19, 2020 11:19 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Direct Settlement - Accident Involving GBB9643B (OI : QBE - VC012272) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

Dear Khanchna,

Please proceed as advised.

Thank you.

Andrew Lim

Executive

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881 (New Address)

+65 6477 1243 | +65 6224 6633

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



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Sent: Thursday, 19 November 2020 10:07 am

To: Andrew Lim <andrew.lim@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: Direct Settlement - Accident Involving GBB9643B (OI : QBE - VC012272) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

QBE REF: VC012272

LKK REF: CC6/QBE19005402/Ukb3q2

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES GBB9643B (TP) & GZ4699M (OI) ON 23.01.2019

We refer to the above matter.

Three vehicle chain collision, OI second vehicle.

We informed to the Insured of the TP claim and NCD issues and agreed to let Insurance handle.

In view of the above, we are of the view that BOLA 28 is applicable.

Summary to offer to **HOCK WAH MOTOR WORKSHOP PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 8,048.80	\$ 4,226.50
Loss of Rental (\$130 X 4 days)	\$ 520.00	\$ 320.00 ~ 520.00 (\$80 ~ \$130 x 4 days)
GIA Search	\$ 2.00	\$ 2.00
TOTAL	\$ 8,570.80	\$ 4,548.50 ~ 4,748.50

Breakdown of days is as follows:

* 5 days recommendation for repair

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Friday, June 5, 2020 8:45 AM

To: Andrew Lim <andrew.lim@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: Direct Settlement - Accident Involving GBB9643B (OI : QBE - VC012272) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

Dear Mr. Andrew,

We refer to the above matter and our email below.

Kindly be informed that third party informed us that they want to do DS with us and will send us their Letter of demand (LOD).

As such, we won't be submitting our report and invoice.

We will seek mandate upon receipt of the LOD.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)
Sent: Thursday, June 4, 2020 10:53 AM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Direct Settlement - Accident Involving GBB9643B (OI : QBE - VC012272) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

Dear Mr. Andrew,

Sorry for the late reply.

Please be informed that we are in the midst of submitting our report to your good office.

We will expedite on this.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841 2360 | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Andrew Lim [<mailto:andrew.lim@qbe.com>]
Sent: Wednesday, 29 April 2020 3:36 PM
To: Poh Kin (LKKAuto)
Cc: Admin A; claims-singapore
Subject: RE: Direct Settlement - Accident Involving GBB9643B (OI : QBE - VC012272) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

Dear Poh Kin,

I am currently handling this claim.

Can you provide us with an update?

Thank you.

Andrew Lim
Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[Website](#)

[LinkedIn](#)

[Twitter](#)



From: Joyce Foo

Sent: Thursday, 30 May 2019 10:52 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Poh Kin (LKKAuto) <pohkin@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBB9643B (OI : QBE - TBA) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

Our Ref. VC012272

Hi Poh Kin

We refer to the above.

We have yet to receive your report. Please expedite.

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: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Sent: Wednesday, 27 March 2019 4:44 PM

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

Cc: Poh Kin (LKKAuto) <pohkin@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBB9643B (OI : QBE - TBA) AND GZ4699M (TP : LKK REF - CC6/QBE19005402/Ufb3) on 23.01.2019

WITHOUT PREJUDICE

Dear Joyce,

We refer to the above matter.

We have inspected TP vehicle GZ 4699M at M/s Hock Wah Motor Workshop Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Poh Kin and he can be contacted at DID: 6841-2132.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.