

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Thursday, 10 October, 2019 11:37 AM
To: Jenny Toh
Cc: Admin A; Vic (LKKAUTO); Joyce Foo
Subject: RE: <SEEK MANDATE> RE: QBE REF: VC012246 Arrange survey on SKA2172M ***
LKK REF: CC4/QBE19001023/Gha3n2
Attachments: RE: LOD for SKA2172M Your ref: GBG7432E Our ref: JO201901-0428
D.O.A:15/01/2019 LKK REF CC4/QBE19001023/Gha3; LOD.PDF

Dear Jenny,

We refer further to our below email.

TP claiming LOI instead of LOU as driver is under GRAB with weekly income statement (see attached LOD), however, weekly statement is for the month of June and July 2019. The accident happened on January 2019.

We revised mandate as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 8,471.28	\$ 4,280.00
Loss of Income (\$150 x 7 days)	\$ 1,050.00	\$ 420.00 (\$60 x 7 days)
TOTAL	\$ 9,521.28	\$ 4,700.00

Our surveyor's recommended days to repair	6 days
Weekends / Downtime	1 day
TOTAL	7 days

Please advise if we maintain/improve offer and/or for your further instruction.

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)



Auto
Consultants
Pte Ltd

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From: Vic (LKKAUTO)
Sent: Friday, 20 September, 2019 5:50 PM
To: Jenny Toh

Cc: Admin A; Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: QBE REF: VC012246 Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gha3n2

Dear Jenny,

We refer to your below email.

Please be informed that our offer to TP as per your mandate has been rejected as TP repairer informed us that their client was making a Loss of Income claim (see attached email).

Kindly advise if we maintain offer and/or for your further instruction please.

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

Sent: Friday, 20 September, 2019 5:25 PM

To: Vic (LKKAuto)

Cc: Jenny Toh

Subject: RE: <SEEK MANDATE> RE: QBE REF: VC012246 Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gha3n2

Hi Vic

Have you conclude the matter?

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: Thursday, 22 August 2019 12:16 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: FW: <SEEK MANDATE> RE: QBE REF: VC012246 Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gha3n2
Importance: High

Hi Vic

Kindly proceed to settle.

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: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Thursday, 22 August 2019 12:00 PM
To: Janice Goh Siew Geok <janice.goh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Subject: FW: <SEEK MANDATE> RE: QBE REF: VC012246 Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gha3n2
Importance: High

Dear Janice,

We refer to our below email.

For your approval and/or further instruction 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: Monday, 5 August, 2019 10:45 AM
To: Jenny Toh
Cc: Admin A; Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE> RE: QBE REF: VC012246 Arrange survey on SKA2172M *** LKK REF: CC4/QBE19001023/Gha3n2
Importance: High

Dear Jenny,

We refer to our below email.

For your approval and/or further instruction 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: 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
Importance: High

YOUR REF – VC012246

LKK REF – CC4/QBE19001023/Gha3

=====

Dear Jenny,

ACCIDENT INVOLVING 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)



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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@qbe.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@gbe.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@gbe.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,

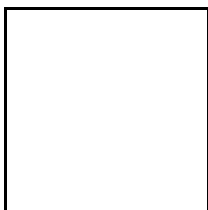
Singapore 575643

Tel : 6453 1235

Fax : 6453 7944

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