

## Veron Chen (LKKAuto)

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**From:** LEE KATIE <katielee@uoi.com.sg>  
**Sent:** Monday, 16 September 2019 3:37 PM  
**To:** Naz (LKKAuto)  
**Cc:** SUR; Bryan Ang (LKKAuto); Veron Chen (LKKAuto); LEW JENNY  
**Subject:** RE: GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire

Dear Naz,

Noted your advice that the fire is likely due to electrical origin. Is it clear that it is not resulted due to wear and tear so that we may proceed to deal with the insured's claim first ?

Regards,

**Katie Lee**

Manager  
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • [katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)

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**From:** LEW JENNY  
**Sent:** Monday, 16 September, 2019 3:27 PM  
**To:** Naz (LKKAuto) <Naz@lkkauto.com>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Subject:** RE: GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire

Dear Naz,

Noted with thanks.

Thank You.

Warmest Regards

Jenny Lew

Claims Division

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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**From:** Naz (LKKAUTO) [<mailto:Naz@lkkauto.com>]  
**Sent:** Friday, 13 September, 2019 5:03 PM  
**To:** LEW JENNY <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>  
**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>;  
Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** Re: GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire

Dear Ms Liew,

My sincere apologies for the late reply. As per my preliminary inspection, the cause of fire seems to be electrical. I am waiting for the servicing records from the workshop as well as to speak to the driver as he is on leave. He will be back on Monday 16/09/19. I am in the midst of completing my report. I shall forward it to you once my senior has reviewed it.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, 12 September 2019 3:36 PM  
**To:** LEW JENNY <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>; Naz (LKKAUTO) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** RE: GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire

Dear Jenny,

Thank you for the email.

**Dear Naz,**

**Insured is chasing on the status.**

**Kindly updates this case soonest possible to Jenny.**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** LEW JENNY <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>  
**Sent:** Thursday, 12 September 2019 3:30 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire  
**Importance:** High

Dear Veron,

As spoken, kindly let us have the updates for this case soonest possible.

Insured is chasing on the status.

Thank You.

Warmest Regards

Jenny Lew

Claims Division

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909  
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Tuesday, 10 September, 2019 10:51 AM  
**To:** LEW JENNY <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>  
**Cc:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire

Dear Jenny,

Enclosed preliminary revised of vehicle GBB 6579Z  
Date of survey: 5/9/2019

Vehicle pending investigation.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 4 September 2019 10:05 AM  
**To:** 'LEW JENNY' <[jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: 'LEE KATIE' <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire

Dear Jenny,

Thank you for the assignment.

Best Regards

**G.NIVITHA**

**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:** LEW JENNY [<mailto:jennylew@uoi.com.sg>]

**Sent:** Tuesday, 3 September 2019 4:38 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** [insrate@hotmail.com](mailto:insrate@hotmail.com); LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Subject:** GBB6579Z / DHOM110096520909 / DOA:02.09.2019 / Veh caught fire

**Importance:** High

Dear Shiau Chan,

Please arrange to survey the vehicle at Chan Ah Sun Car Service (name card as attached).

Please check the cause of the vehicle caught fire and assist to check the pre-accident market value & salvage value.

Excess: S\$750.00

Thank You.

Warmest Regards

Jenny Lew

Claims Division

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • [jennylew@uoi.com.sg](mailto:jennylew@uoi.com.sg)

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