

Khanchna (LKK Auto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: 9 September 2020 1:18 PM
To: Khanchna (LKK Auto)
Cc: claims-singapore; Admin A
Subject: RE: MANDATE REQUEST - Direct Settlement - Accident Involving SMD1572J (OI : QBE - VC013195) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Hi Khanchna

Please proceed as per advise.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 6477 1225

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



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Wednesday, 9 September 2020 10:26 am
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: MANDATE REQUEST - Direct Settlement - Accident Involving SMD1572J (OI : QBE - VC013195) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Dear Khanchna,

Please note that this claim is handled by Jenny.

Aside to @Jenny Toh,

Please assist.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

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Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

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

Sent: Tuesday, 8 September 2020 6:18 pm

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

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

Subject: MANDATE REQUEST - Direct Settlement - Accident Involving SMD1572J (OI : QBE - VC013195) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

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QBE REF: VC013195

LKK REF: CC6/QBE19021171/Aka3

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES SJF7076K (TP) & SMD1572J (OI) ON 13.11.2019

We refer to the above matter.

Insured vehicle collided into TP vehicle's side mirror and the accident video (as attached) from TP shows that TP was within his lane.

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

In view of the above, we are of the view that liability is down against Insured.

Summary to offer to HUA MENG SPRAY PAINTING WORKSHOP is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 2,010.24	\$ 500.00
Loss of Use (\$100 X 2 days)	\$ 200.00	\$ 120.00 (\$60 x 2 days)
LTA Search	\$ 7.49	\$ 7.45
TOTAL	\$ 2,217.73	\$ 627.45

Breakdown of days is as follows:

* 2 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.

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: 29 July 2020 9:55 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SMD1572J (OI : QBE - VC013195) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Dear Andrew,

We refer to the above matter and your e-mail below.

Kindly be informed that Insured had informed us that he is now not interested in doing private settlement and agreeable to let the Insurance handle the matter.

We will submit our email soon to seeking mandate.

Thank you.

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: Wednesday, 29 July 2020 9:48 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SMD1572J (OI : QBE - VC013195) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Dear Andrew,

We refer to the above matter and your e-mail below.

Sorry for the late reply.

Please be informed that we have notified the Insured about this claim via e-mail (as attached).

Kindly be informed that Insured had informed us that he is interested in doing private settlement and we are in the midst of assisting him.

We will update the outcome accordingly.

Thank you.

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 <andrew.lim@qbe.com>

Sent: Tuesday, 14 July 2020 10:04 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SMD1572J (OI : QBE - VC013195) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Hi Khanchna,

Can you provide us with an update on this claim? We would also like to know if the insured was informed about this claim by letter/post? Please let us have the document.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

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From: Jenny Toh <jenny.toh@qbe.com>
Sent: Wednesday, 20 May 2020 8:33 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC013195 Direct Settlement - Accident Involving SMD1572J (OI : QBE - TBA) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Hi Mei Kwan

Thank you for the quick response.

regards

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 19 May 2020 5:48 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC013195 Direct Settlement - Accident Involving SMD1572J (OI : QBE - TBA) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Dear Jenny,

Finalised COR \$500 and currently pending for LOD.

To check availability of the case handler, you may contact the undersigned.

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.

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 [<mailto:jenny.toh@qbe.com>]
Sent: Tuesday, 19 May 2020 5:43 PM
To: Mei Kwan (LKKAuto)
Cc: claims-singapore
Subject: VC013195 Direct Settlement - Accident Involving SMD1572J (OI : QBE - TBA) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

Hi Mei Kwan

What is the outcome for this claim?

regards

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 16 December 2019 10:43 AM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SMD1572J (OI : QBE - TBA) AND SJF7076K (TP : LKK REF - CC6/QBE19021171/Aka3) on 13/11/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/Madam,

We refer to the above matter.

We had inspected TP vehicle SJF 7076K at M/s Hua Meng Spray Painting Workshop - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

We will revert to you on preliminary advice in due course.

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 Khanchna and she can be contacted at DID: 6841 2360.

To check availability of the case handler , you may contact the undersigned.

Thank you.

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

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)

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