

**Re: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3**

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Mon 16/11/2020 5:18 PM

To: Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>

Cc: Admin A <admin-a@lkkauto.com>; Venessa Chan - SGUser <venessa.chan@fwd.com>

Hi Lionel,

Thank you for your email.

We will proceed to close and submit survey report to your good office.

**\*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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

---

**From:** Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>

**Sent:** Monday, 16 November 2020 4:49 PM

**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Venessa Chan - SGUser <venessa.chan@fwd.com>

**Subject:** RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

OI did not respond to date.

You may proceed to close assignment.

Best Regards,

**Lionel Tan**

Senior Executive, Claims

**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

T 6820 8888

E [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Saturday, 14 November 2020 1:27 PM  
**To:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Subject:** [EXTERNAL] Re: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Dear Sirs/Mdm,

Kindly advise if insured had reported the accident. If so, kindly upload insured GIA report in Merimen for our viewing.

Otherwise, kindly advise if FWD will repudiate the claim and we will proceed to submit survey report to your good office.

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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Sent:** Wednesday, 7 October 2020 10:58 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

OI has yet to report.

Thank you.

Best Regards,

Venessa Chan  
Administrative Assistant, Operations



**FWD Singapore Pte. Ltd.**  
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986  
E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)  
W [www.fwd.com.sg](http://www.fwd.com.sg)



---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 7 October 2020 10:41 am  
**To:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Subject:** [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Dear Sirs/Mdm,

Kindly advise if insured had reported the accident. If so, kindly upload insured GIA report in Merimen for our viewing.

Otherwise, kindly advise if FWD will repudiate the claim.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Sent:** Tuesday, 15 September 2020 4:52 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

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Thank you.

Best Regards,

**Venessa Chan**  
Administrative Assistant, Operations



**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Tuesday, 15 September 2020 4:46 pm

**To:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>

**Subject:** [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Dear Sirs/Mdm,

Kindly advise if insured had reported the accident. If so, kindly upload insured GIA report in Merimen for our viewing.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Sent:** Thursday, 27 August 2020 4:55 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>  
**Subject:** RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao tong,

Our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan  
Administrative Assistant, Operations



**FWD Singapore Pte. Ltd.**  
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986  
E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)  
W [www.fwd.com.sg](http://www.fwd.com.sg)



---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, 27 August 2020 4:43 pm  
**To:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>  
**Subject:** [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

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Kindly advise if insured had reported the accident. If so, kindly upload insured GIA report in Merimen for our viewing.

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Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>

**Sent:** Monday, 3 August 2020 11:36 AM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>

**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

Our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Operations



**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



**Comprehensive coverage for COVID-19**

**Get cash benefits and up to S\$100K sum assured.**

**100-day cover for S\$28.** Terms & Conditions apply. Protected up to specified limits by SMC.



---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Monday, 3 August 2020 11:02 am

**To:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>

**Subject:** [EXTERNAL] Re: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Dear Sirs/Mdm,

Kindly advise if insured had reported the accident. If so, kindly upload insured GIA report in Merimen for our viewing.

Thank you.

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Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>

**Sent:** Tuesday, 14 July 2020 3:30 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>

**Subject:** RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

OI has yet to report.

Thank you.

Best Regards,

**Venessa Chan**

Administrative Assistant, Operations



**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



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**100-day cover for S\$28.** Terms & Conditions apply. Protected up to specified limits by SDC.



**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, 14 July 2020 3:09 pm  
**To:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>  
**Subject:** [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Dear Sirs/Mdm,

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Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Sent:** Friday, 26 June 2020 9:47 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>  
**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

Our insured has yet to report.

Thank you.

Best Regards,

**Venessa Chan**  
Administrative Assistant, Operations



**FWD Singapore Pte. Ltd.**  
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986



E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)  
W [www.fwd.com.sg](http://www.fwd.com.sg)



---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Friday, 26 June 2020 9:03 am  
**To:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

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Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

S(408933)

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Sent:** Tuesday, 9 June 2020 4:21 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

Our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Operations



**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Tuesday, 9 June 2020 3:55 pm

**To:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>

**Subject:** RE: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

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**LKK Auto Consultants Pte Ltd**

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

S(408933)

---

**From:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Sent:** Thursday, 21 May 2020 12:43 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>

**Subject:** RE: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Hsiao Tong,

Insured has not reported.

Will send last reminder.

Regards,  
Lionel

---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, 21 May 2020 12:12 PM  
**To:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>; Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Subject:** Re: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

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Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256 3561 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

---

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, 14 April 2020 11:00 AM  
**To:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>; Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Subject:** Re: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Lionel,

Attached video footage and scene photos from third party for your reference.

Kindly advise if insured had reported the accident. If so, kindly upload insured GIA report in Merimen for our viewing.

Thank you.

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**Hsiao Tong, Chew** | Case Handler

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Phone: 6256 3561 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

---

**From:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Sent:** Monday, 6 April 2020 10:45 PM

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

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>; Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>

**Subject:** RE: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Mei Kwan

Please check with TP on the availability of PIR and/or video footage.

---

**From:** Venessa Chan - SGUser <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>

**Sent:** Monday, 6 April 2020 1:39 PM

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

**Cc:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>

**Subject:** RE: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Mei Kwan,

Our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

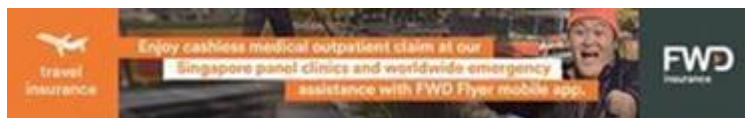


**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 6 April 2020 1:35 pm  
**To:** Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>  
**Cc:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Dear Sirs,

We refer to the above matter.

Kindly advise whether insured has reported. If so, 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

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

---

**From:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com) <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>  
**Sent:** Monday, 23 March, 2020 4:22 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)  
**Cc:** [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com); Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Hi Mei Kwan,

Oi has yet to report.

Thank you.

Best Regards,

**Venessa Chan**

Administrative Assistant, Claims

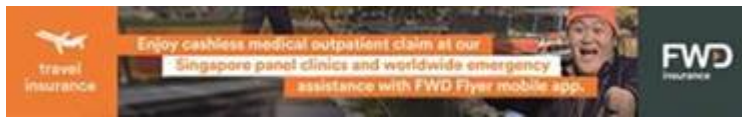


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6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



---

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

**Sent:** Monday, 23 March 2020 3:35 pm

**To:** Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>

**Cc:** Motor Claims SG - SG Common <[motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com)>; Lionel Tan Tian Pei - SGUser <[lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXTERNAL] RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS \*\*\* LKK REF: CC4/FWD20000073/Apa3

Dear Sirs / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, 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

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

---

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

**Sent:** Wednesday, 12 February, 2020 10:56 AM

**To:** [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

**Cc:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com); [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com); Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Sirs / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, 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

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

---

**From:** [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com) <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>  
**Sent:** Friday, 17 January, 2020 8:53 AM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com); [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com); Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Hi Mei Kwan,

OI has yet to report.

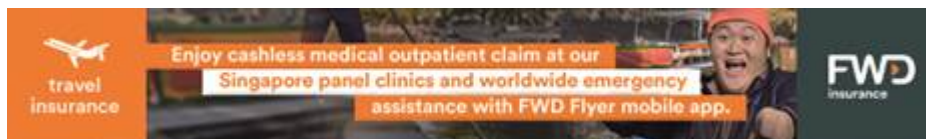
Thank you.

Best Regards,

Venessa Chan  
Administrative Assistant, Claims



**FWD Singapore Pte. Ltd.**  
6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986  
E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)  
W [www.fwd.com.sg](http://www.fwd.com.sg)



---

**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Thursday, January 16, 2020 8:13 PM  
**To:** Venessa Chan - SGUser  
**Cc:** Motor Claims SG - SG Common; Lionel Tan Tian Pei - SGUser; Hsiao Tong (LKKAUTO); Admin A  
**Subject:** RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, 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

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

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>**Sent:** Tuesday, 31 December, 2019 10:56 AM**To:** [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com); assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>**Cc:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com); [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)**Subject:** RE: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Sir/Madam,

Thank you for your assignment.

Best Regards,

**Summer Lee** | Admin**LKK Auto Consultants Pte Ltd**Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com) <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)>**Sent:** Tuesday, 31 December, 2019 10:48 AM**To:** 'admin-d@lkkauto.com'; 'admin-a@lkkauto.com'**Cc:** [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com); [lionel.tan@fwd.com](mailto:lionel.tan@fwd.com)**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Nivitha,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen &amp; our insured has yet to report.

Kindly upload all correspondence emails/documents sent to you into Merimen.

Thank you.

Best Regards,

**Venessa Chan**

Administrative Assistant, Claims

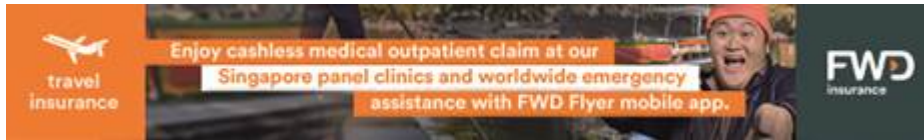
**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986



E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



**From:** Venessa Chan - SGUser

**Sent:** Tuesday, December 31, 2019 10:46 AM

**To:** 'Ziting'

**Cc:** Motor Claims SG - SG Common

**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Hi Zi Ting,

Thank you for your selection of LKK Auto Consultants.  
We will proceed to assign survey.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

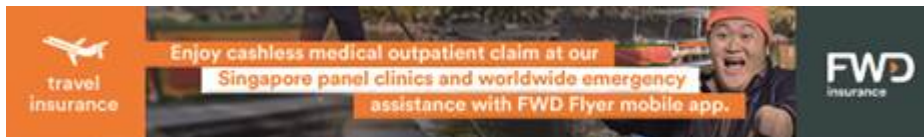


**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



**From:** Ziting [<mailto:ziting@n51.com.sg>]

**Sent:** Tuesday, December 31, 2019 10:44 AM

**To:** Venessa Chan - SGUser

**Subject:** Re: SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Sir / Madam,

We appoint your surveyor from LKK AUTO CONSULTANTS PTE LTD

Please see attached.

Thank you.

Regards,

Zi Ting

N-51 Automotive Pte Ltd

Office: 6842 0051

Fax: 6741 0510

[www.n51.com.sg](http://www.n51.com.sg)

On Tue, Dec 31, 2019 at 10:09 AM <[venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)> wrote:

WITHOUT PREJUDICE

Dear Zi Ting,

Refer to your email dated on 31.12.2019 of the PRI Notice of your client's vehicle SMM3868X;

Please find our panel surveyors as follows: -

1. LKK AUTO CONSULTANTS PTE LTD
2. INFINITI APPRAISAL SERVICE
3. AJAX INSPECTION SERVICES PTE LTD
4. RT APPRAISAL PTE LTD

If you are not agreeable to any of the above, we reserve our rights to request for pre-repair inspection of your client's vehicle.

We look forward to receiving your reply.

Thank you.

\*Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.

**\*Please note that we do not accept fax. Hence, please send in any correspondences related to Motor Claims via e-mail to [motorclaims.sg@fwd.com](mailto:motorclaims.sg@fwd.com).**

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

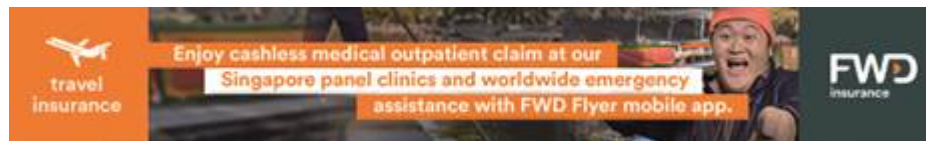


**FWD Singapore Pte. Ltd.**

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E [venessa.chan@fwd.com](mailto:venessa.chan@fwd.com)

W [www.fwd.com.sg](http://www.fwd.com.sg)



**From:** Ziting [mailto:[ziting@n51.com.sg](mailto:ziting@n51.com.sg)]

**Sent:** Tuesday, December 31, 2019 9:31 AM

**To:** Motor Claims SG - SG Common

**Subject:** SMM3868X & SLZ2372J - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Dear Sir/Madam,

As per above subject,

Please refer to attachment and:-

Kindly propose / provide your 10 surveyors

Thank you.

Regards,

Zi Ting

N-51 Automotive Pte Ltd

Office: 6842 0051

Fax: 6741 0510

[www.n51.com.sg](http://www.n51.com.sg)

**ATTENTION:**

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

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