

Khanchna (LKK Auto)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Tuesday, October 27, 2020 10:22 AM
To: Khanchna (LKK Auto)
Cc: Admin A; claims-singapore
Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Dear Khanchna,

We are unable to obtain the transfer of ownership documents. However, based on merimen, the insured name for the accidents dated 04/07/2019 and 24/12/2019 are clearly different.

Muhammad Shafiq Bin Nordin was insured with us until 01/11/2019. After that, I suppose he sold his motorcycle to Muhammad Shahmee Bin Nordin, who is insured by EQ Insurance.

Accident Reports				
No.	Ref. No.	Accident Date	Vehicle Reg. No.	Insured Name
1	MSLM19170166	24/12/2019 17:30	FBK4699B	MUHAMMAD SHAHMEE BIN NORDIN
		TP Vehicle Reg. No. SMM575K		
2	MSME19092801	04/07/2019 17:00	FBK4699B	MUHAMMAD SHAHFIQ BIN NORDIN

Muhammad Shamee Bin Nordin is not found in our system and thus, not insured with us. He also reported the accident to EQ Insurance and not us.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

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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: Wednesday, 14 October 2020 3:45 pm
To: Andrew Lim <andrew.lim@qbe.com>

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

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

Dear Andrew,

We have spoken to EQ Insurance and they are requesting for the transfer of ownership documents.

Please assist to send us the transfer of ownership documents.

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: 14 October 2020 2:56 PM

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

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Hi Khanchna,

We are sorry to inform you that the previous claim handler had mixed up the claims. This claim number is for the accident involving FBK4699B that happened on 04/07/2019.

He transferred the ownership of vehicle to another person on 01/11/2019 and was no longer insured with us since that date.

According to merimen, the new owner is now insured with EQ Insurance. Please re-direct the claim to them for this accident that happened on 24/12/2019.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

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

Sent: Wednesday, 14 October 2020 11:18 am

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

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

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Dear Andrew,

As per your request, we attach herewith the supporting documents.

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: 14 October 2020 11:14 AM

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

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Dear Khanchna,

Can you re-attach the supporting documents here?

I checked my mailbox. I am not sure why but I did not receive your emails sent on 06/08/2020 and 08/09/2020.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

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[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: Tuesday, 13 October 2020 4:18 pm

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

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

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

Dear Andrew,

We refer to the above matter.

Please be informed that TP is chasing for offer.

Your approval 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: 8 September 2020 4:41 PM

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

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

QBE REF: VC012780

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES SMM 575K (TP) & FBK 4699B (OI) ON 24.12.2019

We refer to the above matter.

Insured rider swerved and head to rear collision.

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 BOLA 27 is applicable.

Summary to offer to **TEAM AUTOPRO PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 14,561.21	\$ 3,100.00
Loss of Use (\$100 X 8 days)	\$ 800.00	\$ 480.00 (\$60 x 8 days)
GIA Search	\$ 29.00	\$ 29.00
TOTAL	\$ 15,390.21	\$ 3,609.00

Breakdown of days is as follows:

* 5 days recommendation for repair + 1 Sunday + 1 PH + 1 PRS = 8 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,

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: 6 August 2020 10:12 AM

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

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Dear Andrew,

Please be informed that we are in the midst of preparing our survey report to seek 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: Andrew Lim <andrew.lim@qbe.com>

Sent: Thursday, 6 August 2020 10:10 AM

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

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

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Dear Khanchna,

Please provide us with an update on this claim.

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: Andrew Lim

Sent: Sunday, 3 May 2020 10:58 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Dear Mei Kwan,

Can you provide us with an update on this claim?

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

Sent: Monday, 17 February 2020 10:48 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Dear Mei Kwan,

As requested.

Andrew Lim

Executive, Claims

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

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



From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Sunday, 16 February 2020 3:31 PM

To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

YOUR REF: VC012780

LKK REF: CC4/QBE20000086/Bka3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SMM 575K on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

Please take note that the case handler in-charge is 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 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: Monday, 20 January 2020 10:10 AM

To: Jenny Toh

Cc: claims-singapore; Khanchna (LKK Auto); Admin A

Subject: RE: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

QBE REF: VC012780

LKK REF: CC6/QBE20000086/Aka3

Dear Jenny,

Noted with thanks.

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

Please take note that the case handler in-charge is 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 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@gbe.com>]

Sent: Thursday, 16 January 2020 2:37 PM

To: Mei Kwan (LKKAuto)

Cc: claims-singapore

Subject: [VC012780] SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Our ref: VC012780

Hi Mei Kwan

This vehicle have been surveyed by LKK in Dec at New Hock Teck Motor, they have withdrew the claim.

Now the vehicle is at Team Auto, kindly send your surveyor down to the workshop.

regards

Jenny Toh

Senior Assistant

Claims / Asia

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

+65 6224 6633 | +65 6477 1225

[Website](#)

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From: TeamAutoPro North <teamautop1@gmail.com>

Sent: Thursday, 16 January 2020 2:10 PM

To: Jenny Toh <jenny.toh@qbe.com>; claims-singapore <claims-singapore@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: Re: SMM 575 K (Our ref) CLAIMING AGAINST FBK 4699 B (Your ref) DOA: 24.12.19

Dear QBE Team,

Understand from New Hock Teck Motor Pte Ltd that they have informed e will be taking over this case (refer to below email for reference).

Enclosed is a copy of our PRS Notice for your reference.

First survey done on 30.12.2019 by LKK Auto Consultants, as such we are agreeable for second survey with LKK Auto Consultants too.

Kindly arrange the **2nd survey on 28.01.2020.**

Thank you!

--

The above settlement is in respect of our client for damage pertaining to his motor vehicle and shall not prejudice our client's claim in respect of damages and consequential loss in relation to his personal injuries.

Wishing you a Happy and Prosperous Lunar New Year



Cheers,

Peach
Team AutoPro Pte Ltd
Tel: 6258 1955
Fax: 6258 1956

(Newly Shifted) Main Office: 160 Sin Ming Dr, #02-12 Sin Ming AutoCity Singapore 575722
Workshop/Survey Venue: 160 Sin Ming Dr, #01-14 Sin Ming AutoCity Singapore 575722

On Wed, Jan 15, 2020 at 4:14 PM Admin nht <admin@nhtmotor.com> wrote:

Without Prejudice

Hi All

Our client of SMM575K withdraw the claim from our side and hand over the claim to Team Auto handle which is cc in this email as well.

Your can contact person in-charge Ms Michelle @ 6258-1955 of Team Auto if any enquiry.

We will close the case at our end,thanks.

Best Regards,

Suky Chong

New Hock Teck Motor Pte Ltd

1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

Tel : 6747 9241 Fax : 6741 7276



On Fri, Jan 10, 2020 at 8:59 AM Admin nht <admin@nhtmotor.com> wrote:

Without Prejudice - **gentle reminder**

Hi all,

Refer above mentioned, vehicle been surveyed by Surveyor Adrian on today (30.12.19).

Please kindly advise us the liability.

Fyi , your insured FBK4699B have make the accident report but under EQ, but from LTA search indicated EQ & QBE.

Therefore we had called both insurance to double check and found out under QBE instead of EQ , please kindly double check again at your end.

Hope to hear from you soon,thanks.

Best Regards,

Sukyi Chong

New Hock Teck Motor Pte Ltd

1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

Tel : 6747 9241 Fax : 6741 7276



On Fri, Jan 3, 2020 at 5:01 PM Admin nht <admin@nhtmotor.com> wrote:

Without Prejudice - **gentle reminder**

Hi all,

Refer above mentioned, vehicle been surveyed by Surveyor Adrian on today (30.12.19).

Please kindly advise us the liability.

Fyi , your insured FBK4699B have make the accident report but under EQ, but from LTA search indicated EQ & QBE.

Therefore we had called both insurance to double check and found out under QBE instead of EQ , please kindly double check again at your end.

Hope to hear from you soon,thanks.

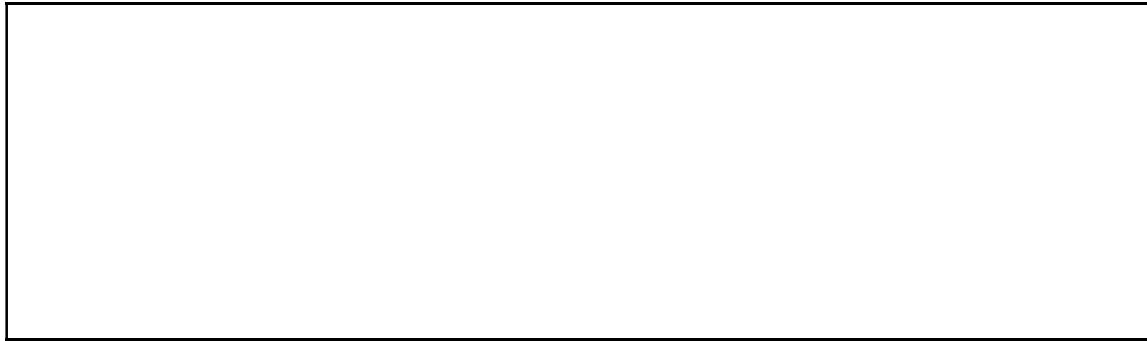
Best Regards,

Sukyi Chong

New Hock Teck Motor Pte Ltd

1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

Tel : 6747 9241 Fax : 6741 7276



On Mon, Dec 30, 2019 at 3:03 PM Admin nht <admin@nhtmotor.com> wrote:

Without Prejudice

Hi all,

Refer above mentioned, vehicle been surveyed by Surveyor Adrian on today (30.12.19).

Please kindly advise us the liability.

Fyi , your insured FBK4699B have make the accident report but under EQ, but from LTA search indicated EQ & QBE.

Therefore we had called both insurance to double check and found out under QBE instead of EQ , please kindly double check again at your end.

Hope to hear from you soon,thanks.

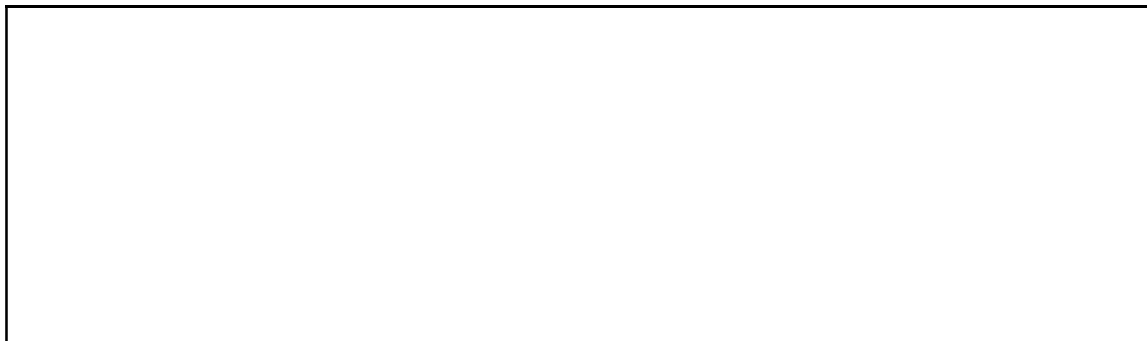
Best Regards,

Sukyi Chong

New Hock Teck Motor Pte Ltd

1 Kaki Bukit Ave 6 Blk C #01-43 Autobay @ Kaki Bukit S(417883)

Tel : 6747 9241 Fax : 6741 7276



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