

Asher Sng (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Wednesday, 4 March 2020 5:09 PM
To: Asher Sng (LKKAUTO)
Cc: claims-singapore; Andrew Lim
Subject: VC013427 [REJECT CASE] RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Follow Up Flag: Follow up
Flag Status: Completed

Hi Asher

Proceed to reject the third party claim.

regards

Jenny Toh

Senior Assistant

Claims / Asia

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

+65 6224 6633 | +65 6477 1225

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From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Wednesday, 4 March 2020 2:39 PM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Jenny Toh <jenny.toh@qbe.com>
Subject: [REJECT CASE] RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Your ref: **VC013427**

Dear Sir/Madam,

ACCIDENT INVOLVING GZ 2544P (OI) & GBD 4384X (TP) ON 18/01/2020

We refer to the above matter.

Based on both party report third party have opened the door when insured moving out of the loading bay.

We are of the opinion that BOLA 26a shall be applied and the liability in not third party favour.

In view of the above, we are intending to reject TP claim.

For your approval/ comments/ instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@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: Monday, 17 February 2020 9:41 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Subject: RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Hi Mei Kwan,

Our insured has reported.

Please find accident report as attached.

Andrew Lim

Executive, Claims

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

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From: Andrew Lim

Sent: Monday, 10 February 2020 9:24 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Subject: RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Dear Mei Kwan,

Our insured has not reported the accident.

We will be sending them a non-reporting letter.

Thank you.

Andrew Lim

Executive, Claims

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

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

Sent: Sunday, 9 February 2020 7:03 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

QBE ref: VC013427

LKK REF: CC4/QBE20002102/R1ea3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle GBD 4384X 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 insured's accident report for our necessary action.

Our case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

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: Andrew Lim [<mailto:andrew.lim@qbe.com>]

Sent: Wednesday, 5 February 2020 4:07 PM

To: assignments; claims@lkkauto.com

Cc: Admin A; Jenny Toh; claims-singapore

Subject: FW: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Importance: High

Dear Sirs,

Please help to arrange for survey at Ethoz Group

Insured: GZ2544P

TP: GBD4384X

Date of Accident: 18/01/2019

Contact Details: As per email below

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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From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozgroup.com>

Sent: Wednesday, 5 February 2020 3:22 PM

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

Cc: Lee Chen Sin <ChenSin.Lee@ethozgroup.com>; claims-singapore <claims-singapore@qbe.com>; SUR <sur@lkkauto.com>

Subject: RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Importance: High

Hi Andrew,

Please assist to make the arrangement soonest for LKK Auto Consultants to conduct the survey at 30 Bukit Batok Crescent.

Warmest regards,

Selamatshahh Zainal

Senior Executive

Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

Website: www.ethozgroup.com



From: Selamatshahh Zainal
Sent: Monday, February 3, 2020 3:13 PM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Lee Chen Sin <ChenSin.Lee@ethozgroup.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Hi Andrew,

Please make arrangement for LKK Auto Consultants Pte Ltd to conduct the survey at Ethoz 30 Bukit Batok Crescent.

Warmest regards,

Selamatshahh Zainal
Senior Executive
Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

Website: www.ethozgroup.com



From: Andrew Lim [<mailto:andrew.lim@qbe.com>]
Sent: Monday, February 3, 2020 2:15 PM
To: Selamatshahh Zainal <Salamatshahh.Zainal@ethozgroup.com>
Cc: Lee Chen Sin <ChenSin.Lee@ethozgroup.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Request TP Claim Survey for GBD4384X - QBE Ref: VC013427

Dear Sir,

We propose to use one of the following motor surveyors:

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 any of the motor surveyors.

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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[LinkedIn](#)

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From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozgroup.com>

Sent: Monday, 3 February 2020 11:00 AM

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

Cc: Lee Chen Sin <ChenSin.Lee@ethozgroup.com>

Subject: Request TP Claim Survey for GBD4384X

Importance: High

Hi Motor Claim,

Please assist to make arrangement for TP survey **GBD4384X** accident on 18/01/2020. Claiming against your insured **GZ2544P**. A copy of the accident report and estimate is enclosed. Vehicle can be survey at Ethoz 30 Bukit Batok Crescent.

Before we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.

Warmest regards,

Selamatshahh Zainal

Senior Executive

Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

Website: www.ethozgroup.com



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