

Khanchna (LKK Auto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: 23 December 2020 11:50 AM
To: Khanchna (LKK Auto)
Cc: claims-singapore
Subject: MANDATE REQUEST - Direct Settlement - Accident Involving SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020
Attachments: LKK Inspection Report.pdf; LKK Reinspection Photos.pdf; LKK Survey Photos.pdf; TP LOD.pdf; LKK Adjustment Report.pdf; FINALISED MARKED ESTIMATE + SUPP.pdf

Hi Khanchna

Please proceed as per advise.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[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
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Friday, 18 December 2020 3:14 pm
To: 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 SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

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QBE REF: VC013594
LKK REF: CC3/QBE20004406/Qka3

Dear Ms. Jenny,

ACCIDENT INVOLVING VEHICLES SHF206Y (TP) & SKJ6052C (OI) ON 19.03.2020

We refer to the above matter.

Our offer on loss of rental and loss of income for 7 days was rejected. Third party wants 9 days.

Summary to offer to **SMRT TAXIS PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 20,907.54	\$ 8,816.62
Loss of Rental (\$114.49 X 13 days)	\$ 1,488.37	\$ 1,030.41 (\$114.49 x 9 days)
Loss of Income (\$136.99 X 13 days)	\$ 1,780.87	\$ 450.00 ~ 1,232.91 (\$50 ~ \$136.99 x 9 days)
LTA Search	\$ 7.00	\$ 7.00
TOTAL	\$ 24,183.78	\$ 10,304.03 ~ 11,086.94

Breakdown of days is as follows:

* 5 days recommendation for repair + 4 PRS= 9 days

Your approval please.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2021"

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: Jenny Toh <jenny.toh@qbe.com>

Sent: 5 November 2020 2:20 PM

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

Cc: claims-singapore <claims-singapore@qbe.com>

Subject: MANDATE REQUEST - Direct Settlement - Accident Involving SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

Hi Khanchna

Please proceed.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

[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: Wednesday, 4 November 2020 6:49 pm

To: Jenny Toh <jenny.toh@qbe.com>

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

Subject: FW: MANDATE REQUEST - Direct Settlement - Accident Involving SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

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

Dear Ms. Jenny,

We refer to the above matter and our mandate request dated 28/9/2020.

Your approval please.

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,

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: Monday, September 28, 2020 2:22 PM

To: Jenny Toh <jenny.toh@qbe.com>

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

Subject: RE: MANDATE REQUEST - Direct Settlement - Accident Involving SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

QBE REF: VC013594

LKK REF: CC3/QBE20004406/Qka3

Dear Ms. Jenny,

ACCIDENT INVOLVING VEHICLES SHF206Y (TP) & SKJ6052C (OI) ON 19.03.2020

We refer to the above matter. We re-seek mandate on the cost of repair as there are supplementary items.

Insured driver is turning to main road and TP is moving straight.

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 9 is applicable.

Summary to offer to **SMRT TAXIS PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 20,907.54	\$ 8,816.62
Loss of Rental (\$114.49 X 13 days)	\$ 1,488.37	\$ 801.43 (\$114.49 x 7 days)
Loss of Income (\$136.99 X 13 days)	\$ 1,780.87	\$ 350.00 ~ 958.93 (\$50 ~ \$136.99 x 7 days)
LTA Search	\$ 7.00	\$ 7.00
TOTAL	\$ 24,183.78	\$ 9,975.05 ~ 10,583.98

Breakdown of days is as follows:

* 5 days recommendation for repair + 2 PRS= 7 days

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Sorry for the inconvenience caused.

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: Jenny Toh <jenny.toh@qbe.com>
Sent: 11 September 2020 5:15 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: MANDATE REQUEST - Direct Settlement - Accident Involving SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

Dear Khanchna

Please proceed as per advise.

regards

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

[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, 8 September 2020 4:19 pm
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; claims-singapore <claims-singapore@qbe.com>
Subject: MANDATE REQUEST - Direct Settlement - Accident Involving SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

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QBE REF: VC013594
LKK REF: CC3/QBE20004406/Qka3

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES SHF206Y (TP) & SKJ6052C (OI) ON 19.03.2020

We refer to the above matter.

Insured driver is turning to main road and TP is moving straight.

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 9 is applicable.

Summary to offer to **SMRT TAXIS PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 20,907.54	\$ 6,285.65
Loss of Rental (\$114.49 X 13 days)	\$ 1,488.37	\$ 801.43 (\$114.49 x 7 days)
Loss of Income (\$136.99 X 13 days)	\$ 1,780.87	\$ 350.00 ~ 958.93 (\$50 ~ \$136.99 x 7 days)
LTA Search	\$ 7.00	\$ 7.00
TOTAL	\$ 24,183.78	\$ 7,444.08 ~ 8,053.01

Breakdown of days is as follows:

* 5 days recommendation for repair + 2 PRS= 7 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: Andrew Lim <andrew.lim@qbe.com>

Sent: 26 May 2020 11:16 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SKJ6052C (OI : QBE - VC013594) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

Dear Mei Kwan,

As requested.

Andrew Lim

Executive

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:** Tuesday, 26 May 2020 10:41 AM**To:** Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>**Cc:** Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>**Subject:** RE: Direct Settlement - Accident Involving SKJ6052C (OI : QBE - TBA) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

Dear Sirs / Madam,

We refer to the above matter.

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

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>**Sent:** Friday, 27 March, 2020 7:28 PM**To:** 'Jenny Toh' <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>**Cc:** Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>**Subject:** Direct Settlement - Accident Involving SKJ6052C (OI : QBE - TBA) and SHF206Y (TP : LKK REF - CC3/QBE20004406/Qka3) on 19/03/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected TP vehicle SHF 206Y at M/ SMRT Automotive Services Pte Ltd (Woodlands) on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, 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)

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