

Veron Chen (LKKAUTO)

From: Chan, Peggy <Peggy.Chan@awac.com>
Sent: Tuesday, 5 May 2020 10:04 PM
To: Veron Chen (LKKAUTO); Motorsurvey
Cc: Goh, Stella; Wong, Kin; SUR; Chan, Peggy
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Hi Veron

Thank you for your message.

We have communicated with the insured driver and he confirmed that the insured vehicle is not in CDGE. He will send the vehicle to Wah Hong Motor.

You may inform CDGE that our insured has sent the damaged vehicle to another QPlus workshop for repairs. (NOTE - You don't need to disclose the name of workshop to CDGE)

Regards
Peggy Chan
Assistant Vice President
Asia-Pacific Claims Group

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 64230865
F: +65 64230864
E: peggy.chan@awac.com
W: www.awac.com

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: 05 May 2020 17:26
To: Motorsurvey <Motorsurvey@awac.com>
Cc: Goh, Stella <stella.goh@awac.com>; Wong, Kin <Kin.Wong@awac.com>; SUR <sur@lkkauto.com>; Chan, Peggy <Peggy.Chan@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

CAUTION: External Email

Dear Peggy,

Please refer email from CDGE.

Kindly advised.



Tue 5/5/2020 2:33 PM

Johari Bin Husin <JohariHusin@sparkcarcare.com>

Re: SLE 1570X-DOA: 22/3/2020 (ALLIED WORLD OD)

To Veron Chen (LKKAuto); SUR; Steve Chen (LKK Auto)

If there are problems with how this message is displayed, click here to view it in a web browser.

Action Items

Dear Veron ,

Any new from the insurance company .

The customer chasing for the repair and
please get back to me as soon as possible.

Best Regards,

Johari Bin Husin
Accident Repair
ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
Tel: 6848 5726/25 Fax: 6743 6072
email: JohariHusin@sparkcarcare.com



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,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chan, Peggy [<mailto:Peggy.Chan@awac.com>] **On Behalf Of** Motorsurvey

Sent: Sunday, 3 May 2020 1:46 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Goh, Stella <stella.goh@awac.com>; Motorsurvey <Motorsurvey@awac.com>; Wong, Kin <Kin.Wong@awac.com>; SUR <sur@lkkauto.com>; Chan, Peggy <Peggy.Chan@awac.com>

Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Hi Veron

The insured has selected to have his damaged vehicle repaired by Wah Hong Motor.
Please inform the workshop for the time being.

Meanwhile, we are seeking the insured's consent to disclose his contacts to the workshop.
This would enable them to make arrangement on the repair works.
We will write to you again.

In the premisses, please mark your records for OD COR @\$4,200 subject to policy unnamed excess \$1,500

Regards
Peggy Chan
Assistant Vice President
Asia-Pacific Claims Group

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 64230865
F: +65 64230864
E: peggy.chan@awac.com
W: www.awac.com

From: Chan, Peggy <Peggy.Chan@awac.com>
Sent: 27 April 2020 15:11
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Motorsurvey <Motorsurvey@awac.com>; Wong, Kin <Kin.Wong@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Thanks Veron for following up on this matter.
Unfortunately, the insured/ insured driver have not reverted on their preference on workshop.
We have sent reminder and will keep you posted.

Regards
Peggy Chan
Assistant Vice President
Asia-Pacific Claims Group

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 64230865
F: +65 64230864
E: peggy.chan@awac.com
W: www.awac.com

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: 27 April 2020 14:54
To: Chan, Peggy <Peggy.Chan@awac.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Motorsurvey <Motorsurvey@awac.com>; Wong, Kin <Kin.Wong@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

CAUTION: External Email

Dear Peggy,

Any updates from insured.

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,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Veron Chen (LKKAuto)
Sent: Monday, 13 April 2020 2:06 PM
To: Chan, Peggy <Peggy.Chan@awac.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Motorsurvey <Motorsurvey@awac.com>; Wong, Kin <Kin.Wong@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Dear Peggy,

Noted with thanks.

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,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chan, Peggy [<mailto:Peggy.Chan@awac.com>]
Sent: Monday, 13 April 2020 1:58 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Motorsurvey <Motorsurvey@awac.com>; Wong, Kin <Kin.Wong@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Hi Veron
Your email below refers.

We noted the following:-

1. CDGE – no spare parts – LKK adjusted COR to \$4,921.03 (subject to policy unnamed excess of \$1,500)
2. Wah Hong Motor – quoted \$4,200 (all in) lump sum repairs
3. Hua Hong Pte Ltd – quoted \$4,100 (all in) lump sum repairs

We noted the COR difference between WHM and HHPL is only \$100.

We have spoken to the insured driver Mr Michael Tan a while ago. He updated that he is still having the damaged vehicle with him and it is not grounded in CDGE.

As such, we have provided WHM and HHPL addresses to him. We told him to let us know which workshop address is more convenient to him and he may proceed to the selected workshop. He needs to tell us so that we will update the repairers to prepare the spare parts to which he acknowledged.

Meanwhile, we have also asked him to give us an authorization letter/email from the policyholder/vehicle owner that he is authorized to manage the claim on behalf of insured.

Please wait for our further update so that you may also update the repairers thereafter.

Should you have queries, please telephone me on 64230865

Regards
Peggy Chan
Assistant Vice President
Asia-Pacific Claims Group

Allied World Assurance Company, Ltd
60 Anson Road #08-01 Mapletree Anson Singapore 079914
T: +65 64230865
F: +65 64230864
E: peggy.chan@awac.com
W: www.awac.com

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: 13 April 2020 09:01
To: Wong, Kin <Kin.Wong@awac.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>; Motorsurvey <Motorsurvey@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

CAUTION: External Email

Dear Kin,

Please refer email from HUA HONG.

Kindly advised.



Thu 9/4/2020 5:53 PM

Jonathan Tan <jonathan@huahong.com.sg>

RE: TENDER FOR LUMP SUM REPAIR COST OF SLE 1570X -DOA: 22/3/2020 (ALLIED WORLD)

To: Veron Chen (LKKAuto)

Cc: mrstan@huahong.com.sg

Dear Veron,

We offer lump sum repair \$4,100/- for this case.

Regards,

JONATHAN TAN

DIRECTOR



HUA HONG PRIVATE LIMITED

25D SUNGEI KADUT STREET 1, SINGAPORE 729332

T. 6661 9696 | F. 6661 9699

Website @ <http://www.huahong.com.sg>

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,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Wong, Kin [<mailto:Kin.Wong@awac.com>]

Sent: Saturday, 11 April 2020 11:40 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Goh, Stella <stella.goh@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>; Motorsurvey <Motorsurvey@awac.com>

Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Hi Veron

We will come back to you shortly.

Thank you.

Regards,

Kin Wong (Mr.)
Assistant Claims Manager, Asia-Pacific Claims Group
Allied World Assurance Company, Ltd.
60 Anson Road #08-01
Singapore 079914
T: +65 6423 0894
F: +65 6423 0864
E: kin.wong@awac.com
W: www.awac.com

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Thursday, 9 April 2020 10:32 AM
To: Wong, Kin <Kin.Wong@awac.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>; Motorsurvey <Motorsurvey@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

CAUTION: External Email

Dear Kin,

Please refer below email from repairer.

Kindly advised.

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,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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



Thu 9/4/2020 10:26 AM

Johari Bin Husin <JohariHusin@sparkcarcare.com>

Re: SLE 1570X-DOA: 22/3/2020 (ALLIED WORLD OD)

To Veron Chen (LKKAuto);  SUR; Steve Chen (LKK Auto)

 This is the most recent version, but you made changes to another copy. Click here to see the other versions.
If there are problems with how this message is displayed, click here to view it in a web browser.

Hi Veron ,

I had requested from the surveyor to do part by part and we got issue to find the use part's.
Please get to me as soon as possible .

Best Regards,

Johari Bin Husin
Accident Repair
ComfortDelGro Engineering Pte Ltd
320 Ubi Road 3 Singapore 408649
Tel: 6848 5726/25 Fax: 6743 6072
email: JohariHusin@sparkcarcare.com



From: Wong, Kin [<mailto:Kin.Wong@awac.com>]

Sent: Wednesday, 8 April 2020 11:14 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Goh, Stella <stella.goh@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>; Motorsurvey <Motorsurvey@awac.com>

Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Hi Veron

Since Vehicle is now lying at CDGE, you may want to give them an opportunity to match Huahong bid, but do not reveal which workshop bidded for it.

Let us know if CDGE is willing to match \$4,200 (all-in).

Thank you.

Regards,

Kin Wong (Mr.)

Assistant Claims Manager, Asia-Pacific Claims Group
Allied World Assurance Company, Ltd.
60 Anson Road #08-01
Singapore 079914
T: +65 6423 0894
F: +65 6423 0864
E: kin.wong@awac.com
W: www.awac.com

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, 8 April 2020 4:06 PM
To: Wong, Kin <Kin.Wong@awac.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>; Motorsurvey <Motorsurvey@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

CAUTION: External Email

Dear Kin,

Wah Hong able to repair at Lump Sum basis \$4200/-

Please check and advised.

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,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Veron Chen (LKKAuto)
Sent: Tuesday, 7 April 2020 10:33 AM
To: Wong, Kin <Kin.Wong@awac.com>; SUR <sur@lkkauto.com>
Cc: Goh, Stella <stella.goh@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>; Motorsurvey <Motorsurvey@awac.com>
Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Dear Kin,

Will check and revert.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Wong, Kin [<mailto:Kin.Wong@awac.com>]

Sent: Monday, 6 April 2020 6:38 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Goh, Stella <stella.goh@awac.com>; Chan, Peggy <Peggy.Chan@awac.com>; Motorsurvey <Motorsurvey@awac.com>

Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Dear Veron

Please check with other Q+ workshop if they can do on Lump sum basic or if they have used parts.

Thank you.

Regards,

Kin Wong (Mr.)

Assistant Claims Manager, Asia-Pacific Claims Group

Allied World Assurance Company, Ltd.

60 Anson Road #08-01

Singapore 079914

T: +65 6423 0894

F: +65 6423 0864

E: kin.wong@awac.com

W: www.awac.com

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Monday, April 6, 2020 2:30 PM

To: Motorsurvey <Motorsurvey@awac.com>; SUR <sur@lkkauto.com>; Goh, Stella <stella.goh@awac.com>

Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

CAUTION: External Email

Dear Stella,

Enclosed preliminary revised of vehicle SLE 1570X

Date of survey: 6/4/2020

Number of days (estimated) : 9 days

Vehicle repair on part by part, as there is no 2nd hand parts available.

We have Not authorise repair.

Kindly let us have your approval please.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Friday, 27 March 2020 5:33 PM

To: 'Motorsurvey' <Motorsurvey@awac.com>; assignments <assignments@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Goh, Stella <stella.goh@awac.com> **On Behalf Of** Motorsurvey

Sent: Friday, 27 March 2020 4:10 PM

To: assignments@lkkauto.com

Cc: sur@lkkauto.com

Subject: OD survey assignment for SLE 1570 X - DOA : 22.03.2020 Our Ref: NSV2000130/PC

The above captioned accident refers. Please conduct an "OWN DAMAGE" survey on the following:

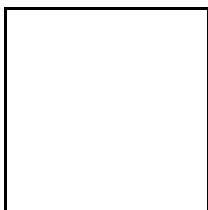
Insured Vehicle	:	SLE 1570 X		
Policy Number	:	AVPCSB0316961903	Account Code:	A520SD0
Policy Excess	:	\$ 1,500	(Allied World waived \$) (Insured to pay \$)	
Voluntary Excess	:	\$	(No waiver)	
Sum Insured	:	Market Value with COE & PARF		

Make / Model	:	HYUNDAI TL TUCSON 2.0 GLS
Name of Workshop	:	COMFORTDELGRO ENGINEERING PTE LTD
Contact Number	:	6848 5725
Person to Contact	:	MR JOHARI
Estimated Cost of repairs	:	\$ 5,770.53
(x)	Please take photographs of the front windscreen area from inside to ascertain whether the insured vehicle is equipped with a car camera. (Compulsory)	
(x)	Please revert with your preliminary survey report with photographs	

Regards,

Claims Division

The information contained in this e-mail and any attachments hereto is confidential. If you are not the intended recipient, you must not use or disseminate any of this information. If you have received this e-mail in error, please immediately notify the sender by reply e-mail and permanently delete the original e-mail (and any attachments hereto) and any copies or printouts thereof. Although this e-mail and any attachments hereto are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by Allied World Assurance Company Holdings, Ltd or its subsidiaries or affiliates, either jointly or severally, for any loss or damage arising in any way from its use.



This email has been checked for viruses by AVG antivirus software.
www.avg.com