

Khanchna (LKK Auto)

From: Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>
Sent: 8 September 2020 12:28 PM
To: Mei Kwan (LKKAuto); Khanchna (LKK Auto); Admin A
Cc: Motor Claims SG - SG Common
Subject: RE: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020 ***
LKK REF: CC4/FWD20005650/Qka3

Follow Up Flag: Follow up
Flag Status: Flagged

Hi All,

Please be informed we have repudiated liability.

Kindly update Third Party and close file.

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

W www.fwd.com.sg



From: Venessa Chan - SGUser <venessa.chan@fwd.com>
Sent: Monday, 13 July 2020 9:14 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020 *** LKK REF: CC4/FWD20005650/Qka3

Hi Mei Kwan,

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

W www.fwd.com.sg



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

Sent: Sunday, 12 July 2020 8:43 pm

To: Venessa Chan - SGUser <venessa.chan@fwd.com>

Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020 *** LKK REF: CC4/FWD20005650/Qka3

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 | fax: 67414108

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

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.

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

Sent: Thursday, 28 May 2020 2:56 PM

To: Mei Kwan (LKKAuto)

Cc: Motor Claims SG - SG Common; Lionel Tan Tian Pei - SGUser; Khanchna (LKK Auto); Admin A

Subject: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020 *** LKK REF: CC4/FWD20005650/Qka3

Hi Mei Kwan,

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
W www.fwd.com.sg



From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 28 May 2020 2:53 pm
To: Venessa Chan - SGUser <venessa.chan@fwd.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] RE: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020 *** LKK REF: CC4/FWD20005650/Qka3

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.

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: Celine Fong (LKKAuto)
Sent: Monday, 11 May 2020 2:32 PM
To: Venessa Chan - SGUser; 'admin-d@lkkauto.com'; 'admin-a@lkkauto.com'

Cc: Motor Claims SG - SG Common; Lionel Tan Tian Pei - SGUser

Subject: RE: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020

Dear Venessa,

Thank you for the assignment.

The repairer has arranged the survey tomorrow 12/05/2020.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Venessa Chan - SGUser <venessa.chan@fwd.com>

Sent: Monday, 11 May 2020 2:10 PM

To: 'admin-d@lkkauto.com'; 'admin-a@lkkauto.com'

Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>

Subject: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020

Dear Sir/Madam,

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

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

Kindly assist to upload assignment email & documents into Merimen

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

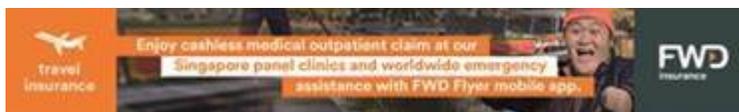


FWD Singapore Pte. Ltd.

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

E venessa.chan@fwd.com

W www.fwd.com.sg



From: Venessa Chan - SGUser
Sent: Monday, 11 May 2020 2:08 pm
To: siaktong@lioncityrentals.com.sg
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Lionel Tan Tian Pei - SGUser <lionel.tan@fwd.com>
Subject: 3rd party survey for SLQ4906D FWD VEH NO: SJT6509L DOA: 28.04.2020

Hi Mr Sim,

Please note our insured's vehicle number is SJT6509L.

We will be appointing LKK Auto Consultants Pte Ltd.

Meanwhile, refer to email dated on 09.12.2019. For your info:

Under the Appendix A, The Code of Practice for Authorised Workshops/ Approved Reporting Centres, of the ARC Agreement, it reads: -

2.2 An Authorised Workshop / Approved Reporting Centre* in assisting the vehicles owners in any TPPD claims shall agree to have the damages to the vehicles surveyed/assessed by a Motor Surveyor to be appointed by the Third Party insurers before commencement of repairs.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

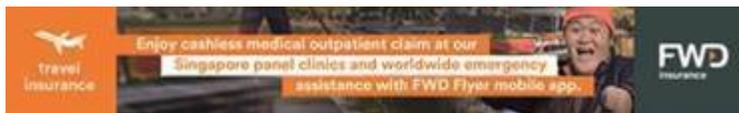


FWD Singapore Pte. Ltd.

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

E venessa.chan@fwd.com

W www.fwd.com.sg



From: Siak Tong Sim <siaktong@lioncityrentals.com.sg>
Sent: Monday, May 11, 2020 12:29 PM
To: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Lion City Rentals ARC <lcrarc@lioncityrentals.com.sg>
Subject: [EXTERNAL] Re: 3rd party survey for SLQ4906D

Dear sir

Please arrange 3rd party survey for teh following car

Our Insured: SLQ4906D

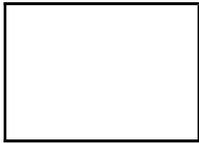
Your Insured: SJT6509Y

Date of accident: 28/04/2020

Please let us have a list of surveyors for PRS

Thanks & Best Regards

S.T.Sim
Manager
Accident Reporting Center
60 Jalan Lam Huat
#04-35/36 Carros Centre
Singapore 737869
H/P: 65-97422188



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Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: 8 September 2020 5:30 PM
To: Siak Tong Sim
Cc: insurance@lioncityrentals.com.sg; Admin A
Subject: REPUDIATE CLAIM - ACCIDENT INVOLVING SLQ 4906D & SJT 6509Y ON 28/04/2020

Your Ref: SLQ 4906D

Without Prejudice

LKK Ref: CC4/FWD20005650/Qka3

Dear Sir/Madam,

ACCIDENT INVOLVING SLQ 4906D & SJT 6509Y ON 28/04/2020

We refer to the above matter.

Please be informed that our principal M/s **FWD Singapore Pte. Ltd.** had repudiated the claims in view of our Insured has breached the policy terms and conditions.

Kindly re-direct your client's claim to our Insured for redress.

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)