

Jia Le (LKK Auto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Thursday, 3 September 2020 3:29 PM
To: Jia Le (LKK Auto)
Cc: Admin A; claims-singapore
Subject: RE: Direct Settlement - Accident Involving XE 1662Y (OI : QBE - VC013789) AND YP 4947L (TP : LKK REF - CC6/QBE20007054/Uds3) on 04/07/2020

Dear Jia le

You may proceed to reject the third party claim.

regards

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 6477 1225

[Website](#)

[LinkedIn](#)

[Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Wednesday, 2 September 2020 5:52 pm
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Direct Settlement - Accident Involving XE 1662Y (OI : QBE - VC013789) AND YP 4947L (TP : LKK REF - CC6/QBE20007054/Uds3) on 04/07/2020

Dear Jia Le,

Please note that this claim is handled by Jenny.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

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Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Tuesday, 25 August 2020 11:12 am

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: RE: Direct Settlement - Accident Involving XE 1662Y (OI : QBE - VC013789) AND YP 4947L (TP : LKK REF - CC6/QBE20007054/Uds3) on 04/07/2020

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

Dear Andrew,

From PIE turning right into Jurong West Ave 2, the turning point is rather a bit narrow for 2 big lorries to turn at the time, drivers should exercise care in giving way to each other.

Insured lorry is on left lane, he proceeded first and turning right on his own lane. Third party driver is rather impatient to wait for insured to drive pass the turning point. As the road is not possible to have 2 lorries to travel in abreast at the turning point, therefore insured's rear portion and third party left side portion contacted.

As third party is rather not careful and impatient which is the cause of accident. As such, we would like to reject third party claim.

Kindly let us have your instruction.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Thursday, 9 July 2020 11:13 AM

To: Su Li (LKK Auto)

Cc: Admin A; Jia Le (LKK Auto); Jenny Toh; claims-singapore

Subject: RE: Direct Settlement - Accident Involving XE 1662Y (OI : QBE - VC013789) AND YP 4947L (TP : LKK REF - CC6/QBE20007054/Uds3) on 04/07/2020

Dear Su Li,

As requested.

Andrew Lim

Executive

Claims | Asia

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

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 8 July 2020 5:57 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: Direct Settlement - Accident Involving XE 1662Y (OI : QBE - TBA) AND YP 4947L (TP : LKK REF - CC6/QBE20007054/Uds3) on 04/07/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle YP 4947L at M/s LIU'S BROTHER AUTO ENGINEERING WORKSHOP on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jia Le.

To check availability of the case handler, you may contact the undersigned.

**** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Thursday, 3 September 2020 4:55 PM
To: Susan Low
Subject: Your ref: YP4947L [ACCIDENT INVOLVING VEHICLES XE1662Y AND YP4947L ON 04/07/2020]
Attachments: scene photo.pdf

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING XE 1662Y & YP 4947L ON 04/07/2020

We refer to the above matter.

From PIE turning right into Jurong West Ave 2, the turning point is rather a bit narrow for 2 big lorries to turn at the time, drivers should exercise care in giving way to each other. Our insured lorry is on left lane, he proceeded first and turning right on his own lane. Your driver is rather impatient to wait for insured to drive pass the turning point.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's claim.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: Jiale@lkkauto.com | fax: 6741-4108

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