

Su Li (LKK Auto)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Wednesday, 30 September 2020 6:12 PM
To: Su Li (LKK Auto)
Cc: claims-singapore; Admin A; Asher Sng (LKKAuto)
Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856
Attachments: SJZ8229A-100820.PDF

Dear Su Li,

Our insured has made the accident report as attached.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, 30 September 2020 5:46 pm
To: Andrew Lim <andrew.lim@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

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

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 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)

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

Sent: Thursday, 10 September 2020 9:46 AM

To: Su Li (LKK Auto)

Cc: claims-singapore; Admin A; Asher Sng (LKKAuto)

Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

Dear Su Li,

Our insured still has not made the accident report despite several reminders and us calling him.

We will be contacting the Traffic Police on this matter.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[Website](#)

[LinkedIn](#)

[Twitter](#)



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

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

Sent: Tuesday, 8 September 2020 10:14 am

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

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

Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

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

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 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)

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

Sent: Thursday, 13 August 2020 3:20 PM

To: Su Li (LKK Auto)

Cc: claims-singapore; Admin A; Asher Sng (LKKAuto)

Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

Dear Su Li,

Please note that our insured has not reported the accident.

We will update you again.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[Website](#)

[LinkedIn](#)

[Twitter](#)



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

Sent: Thursday, 13 August 2020 1:28 PM

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

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

Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMR 4220G at M/s OPTIMA WERKZ PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

Meanwhile, kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

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: 6841 1467 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)

From: Admin-D (LKKAuto)

Sent: Tuesday, 11 August 2020 4:43 PM

To: 'Andrew Lim'; assignments; Admin A

Cc: 'claims-singapore'

Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

Dear Sir/Madam,

Thank you for the assignment.

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

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Tuesday, 11 August, 2020 4:25 PM
To: 'assignments' <assignments@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>
Subject: FW: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

Dear Sirs,

Please help to arrange for survey at Optima Werkz.

Insured: SJZ8229A (has not reported the accident)
TP: SMR4420G
Date of Accident: 10/08/2020
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

[Website](#) [LinkedIn](#) [Twitter](#)



From: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Tuesday, 11 August 2020 3:37 PM
To: Andrew Lim <andrew.lim@qbe.com>; claims-singapore <claims-singapore@qbe.com>
Cc: Lily Loi <lily.loi@ow.sg>; Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <hockkong.ong@ow.sg>
Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

Dear Sir/Madam,

We appoint your surveyor from LKK Auto Consultants Pte Ltd.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

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

Sent: Tuesday, 11 August 2020 3:28 PM

To: Kaitlyn Chio <kaitlyn.chio@ow.sg>

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

Subject: RE: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE) - Our Ref: VC013856

WITHOUT PREJUDICE

Dear Kaitlyn,

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
H2 Technical Services

Please let us know within two (2) working days whether you agree to any of them.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[Website](#)[LinkedIn](#)[Twitter](#)

From: Kaitlyn Chio <kaitlyn.chio@ow.sg>**Sent:** Tuesday, 11 August 2020 2:47 PM**To:** Andrew Lim <andrew.lim@qbe.com>**Subject:** FW: PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE)

Dear Motor Claims Department,

Kindly arrange PRI at 9A Serangoon North Ave 5.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.**Head office:** 6 Kung Chong Road Singapore 159143**Branch:** 9A Serangoon North Ave 5 Singapore 554500**Branch:** 452 Tagore Industrial Ave Singapore 787823**Tel:** (+65) 6472 1313 **Fax:** (+65) 6472 2112**Tel:** (+65) 6484 9919 **Fax:** (+65) 6481 1011**Tel:** (+65) 6452 6868 **Fax:** (+65) 6452 9223www.ow.sgwww.facebook.com/optimawerkz

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From: Kaitlyn Chio**Sent:** Tuesday, 11 August 2020 2:46 PM**To:** jenny.toh@qbe.com; Joyce.foo@qbe.com**Subject:** PRI - SMR4220G CLAIMING AGAINST SJZ8229A, DOA: 10/08/2020 (QBE)

Dear Motor Claims Department,

Kindly arrange PRI at 9A Serangoon North Ave 5.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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Head office: 6 Kung Chong Road Singapore 159143

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