

Khanchna (LKK Auto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Monday, November 9, 2020 10:19 AM
To: Khanchna (LKK Auto)
Cc: claims-singapore; Admin A
Subject: RE: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15 *** LKK REF: CC3/QBE15020014/Kks3q2-1

Dear Khanchna

Please proceed as per advise.

Thank you.

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: Monday, 9 November 2020 8:37 am
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15 *** LKK REF: CC3/QBE15020014/Kks3q2-1

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QBE REF: VC008620
LKK REF: CC3/QBE15020014/Kks3q2-1

Dear Ms. Jenny,

ACCIDENT INVOLVING SHD766H (TP) & GBC 5694A (OI) ON 21/11/2015

We refer to the above matter.

Please send us a copy of Insured's GIA.

From the accident video, we noted that Insured driver changed lanes and collided with TP whom was moving along his lane.

In view of the above, we are of the view that BOLA 15 is applicable.

Summary to offer to **TRANS-CAB AUTO SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (W/GST)	\$ 70,990.25	\$ 10,004.50
Loss of Rental (\$93.09 X 10 days)	\$ 930.90	\$ 837.81 (\$93.09 x 9 days)
LTA Search	\$ 6.00	\$ 6.00
TOTAL	\$ 71,927.15	\$ 10,848.31

Breakdown of days is as follows:

* 8 days recommendation for repair + 1 Sunday= 9 days

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

For your approval and/or further instructions 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: Jenny Toh <jenny.toh@qbe.com>

Sent: Wednesday, October 28, 2020 5:24 PM

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

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

Subject: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15 *** LKK REF: CC3/QBE15020014/Kks3q2-1

Hi Khanchna

Can kindly assist to handle this case as an urgent case.

Thank you.

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

Sent: Monday, 12 October 2020 4:04 pm

To: khanchna@lkkauto.com

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

Subject: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15 *** LKK REF: CC3/QBE15020014/Kks3q2-1

Dear Khanchna

Thank you for the explanation.

Kindly let us have a copy of the survey report.

regards

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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



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

Sent: Wednesday, 7 October 2020 3:14 pm

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

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

Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15 *** LKK REF: CC3/QBE15020014/Kks3q2-1

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Dear Jenny,

We refer to the above matter.

The chronology is as follows:-

ACCIDENT BETWEEN SHD766H (T/CAB) & GBC 5694A ON 21/11/2015

2/12/2015 - T/CAB submitted claim against GBC5894P -which was insured with China Taiping Insurance wrongly. LKK conducted inspection and survey.

4/11/2016 - China Taiping Insurance rejected the TP claim because the vehicle involved as claimed by T/cab taxi was GBC5694A –(Mitsubishi) whereas their Insured vehicle was GBC5894P – (Toyota) based on the accident video (as attached).



2020 - T/CAB then submitted their claim against GBC 5694A (QBE)

Based on the TP's accident video we noted that (GBC 5694A) was changing lane without signal and collided into T/cab taxi and the liability is down.

Kindly let us have your instructions/whether to submit our survey report to you for your further action.

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 [<mailto:jenny.toh@qbe.com>]

Sent: Tuesday, 6 October, 2020 10:49 AM

To: Ng Wai Yin <waiyin.ng@transcab.com.sg>

Cc: claims-singapore <claims-singapore@qbe.com>; Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

Dear Wai Yin

We refer to this case, we still unable to make any offer as LKK still cant trace any record for this case.

You may contact and check with them.

Thank you.

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
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From: Wai Yin Ng <waiyin.ng@transcab.com.sg>

Sent: Tuesday, 6 October 2020 9:17 am

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

Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

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

From: Wai Yin Ng [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Monday, 5 October, 2020 11:19 AM
To: 'jenny.toh@qbe.com' <jenny.toh@qbe.com>
Cc: 'SUR' <sur@lkkauto.com>; Claims <claims@transcab.com.sg>
Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

Without prejudice

Dear Sir

Are there any offer making to us?

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

**** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg*

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Wednesday, 8 July, 2020 5:10 PM
To: 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: 'Jenny Toh' <jenny.toh@qbe.com>; 'claims' <claims@transcab.com.sg>
Subject: RE: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

Without prejudice

Dear LKK officer

We had checking our record that this case is survey by Kenneth on Nov 2015.

Enclose is the estimate marking for your easy reference.

Hope you can forward a copy of the survey report to QBE.

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

***** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg**

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]
Sent: Wednesday, 4 March, 2020 5:27 PM
To: 'Ng Wai Yin' <waiyin.ng@transcab.com.sg>
Cc: Jenny Toh <jenny.toh@qbe.com>
Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

Dear Wai Yin

We refer to this matter.

We have checked with LKK auto they have replied that vehicle SHD766H not survey by them.

As such we are unable to offer you.

Kindly check your side any survey report in your file.

regards

Jenny Toh

Senior Assistant

Claims / Asia

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

+65 6224 6633 | +65 6477 1225

[Website](#)

[LinkedIn](#)

[Twitter](#)



From: Ng Wai Yin <waiyin.ng@transcab.com.sg>
Sent: Wednesday, 4 March 2020 5:05 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; 'claims' <claims@transcab.com.sg>

Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

Without Prejudice

Dear Jenny

Are there any offer making to us?

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

***** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg**

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Friday, 21 February, 2020 12:02 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: 'claims-singapore@qbe.com' <claims-singapore@qbe.com>; 'claims' <claims@transcab.com.sg>
Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

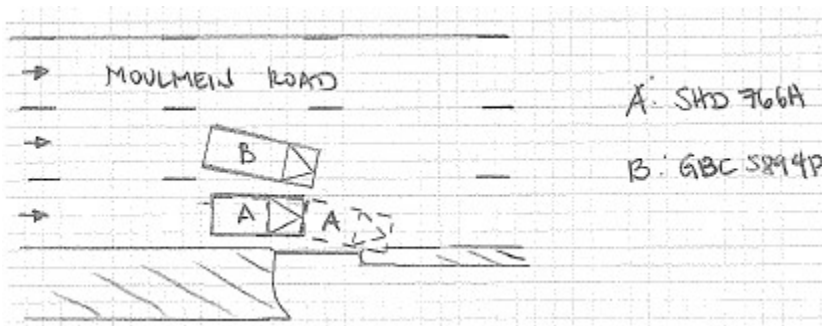
WITHOUT PREJUDICE

Dear Jenny

Are there any offer making to us?

Enclosed is our LOD and driver statement report for your action. Our taxi's was travelling straight on his lane, your client who suddenly swerved lane and hit onto our taxi's causing our taxi's lost control hit again to the road sign.

Hope you can review our claim and let us have your best offer.



Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

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TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Tuesday, 14 January, 2020 1:52 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: 'claims-singapore@qbe.com' <claims-singapore@qbe.com>
Subject: FW: QBE REF: VC008620 ; TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

WITHOUT PREJUDICE

Dear Jenny

Are there any offer making to us?

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

***** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg**

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Tuesday, 31 December, 2019 5:59 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: 'claims-singapore@qbe.com' <claims-singapore@qbe.com>
Subject: FW: TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

WITHOUT PREJUDICE

Dear Jenny

Are there any offer making to us?

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

***** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg**

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Monday, 21 October, 2019 3:02 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: 'claims-singapore@qbe.com' <claims-singapore@qbe.com>; 'claims' <claims@transcab.com.sg>
Subject: FW: TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

WITHOUT PREJUDICE

Dear Jenny

Please refer to the subject matter, are there any offer making to us?

Enclosed is our LOD for your easy reference.

Hope to receive your offer soon.

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

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TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Tuesday, 21 May, 2019 5:20 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: 'claims-singapore@qbe.com' <claims-singapore@qbe.com>
Subject: FW: TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

WITHOUT PREJUDICE

Dear Jenny

Please refer to the subject matter, are there any offer making to us?

Enclosed is our LOD for your easy reference.

Hope to receive your offer soon.

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

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TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63, Singapore 569111
Main Line: (65) 6287 6666 Fax Line: (65) 6287 7764
Website: www.transcab.com.sg

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From: Ng Wai Yin [<mailto:waiyin.ng@transcab.com.sg>]
Sent: Thursday, 14 March, 2019 4:17 PM
To: 'claims-singapore@qbe.com' <claims-singapore@qbe.com>
Cc: 'Benny Loke' <benny.loke@qbe.com>; 'Jenny Toh' <jenny.toh@qbe.com>; 'Joyce Foo' <joyce.foo@qbe.com>; 'claims@transcab.com.sg' <claims@transcab.com.sg>
Subject: FW: TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

WITHOUT PREJUDICE

Dear Sir/ Madam

Please refer to the above mention case, may I know are there any offer making to us?

Enclosed the GIA report and LOD for your attention.

Hope to receive your offer soon.

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

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TRANS-CAB SERVICES PTE LTD

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Website: www.transcab.com.sg

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From: claims [<mailto:claims@transcab.com.sg>]
Sent: Monday, 11 February, 2019 3:18 PM
To: claims-singapore@qbe.com
Cc: 'Joyce Foo' <joyce.foo@qbe.com>; 'Jasmine Tan' <jasminetan@transcab.com.sg>;
claims@transcab.com.sg
Subject: TCS REF AAD1511-268- Accident involving GBC5694A & SHD766H on 21.11.15

Without Prejudice

Dear Sir/Mdm

We are making a claim against the owner of GBC5694A.

Enclose is our GIA report and LOD for your perusal and action.

Original hardcopy to be mailed to you by post.

We hope you can review this case and let us have your best offer.

Thank You
Best Regards,
Calvin Er
Finance Department
TEL: 6603 1265 Ext.307

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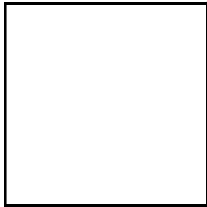
TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111

Main Line: (65) 6287 6666 Fax Line: (65) 6287 7764

Website: www.transcab.com.sg

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