

Shiau Chan (LKKAuto)

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Tuesday, 24 November 2020 3:26 PM
To: Shiau Chan (LKKAuto)
Cc: LEE KATIE; SUR
Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Without Prejudice

Dear Shiau Chan

Kindly proceed OD repair .

OD excess is \$500.
Thanks

Due to the COVID-19 situation, most of our staff are working from home.
While we remain committed to serving you, there may be delay in our customer services.
We thank you for your kind understanding under such challenging circumstances.

Josephine Wong

Executive
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909
Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3869 | Email • josephinewong@uoi.com.sg

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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, November 24, 2020 1:35 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Cc: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Dear Josephine,

Any status of authorisation as repairer keep chasing.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 23 November 2020 3:14 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Cc: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Dear Josephine,

Enclosed herewith latest preliminary advice of SLL 7967J.
Repairer able to repair the vehicle within \$37,000.00

Kindly advise us the authorisation.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 23 November 2020 2:44 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Cc: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Dear Josephine,

Enclosed herewith 2nd preliminary advice of SLL 7967J.
We are pending for repair cost from repairer.

We have not authorise repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Yvonne Wong (LKK Auto) <yvonnewong@lkkauto.com>
Sent: Thursday, 19 November 2020 3:44 PM
To: LEE KATIE <katielee@uoi.com.sg>
Cc: WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Hi Katie

Noted I will inform surveyor to view the estimate.

Thank you.

Best Regards,

Yvonne Wong (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: LEE KATIE [<mailto:katielee@uoi.com.sg>]

Sent: Wednesday, November 18, 2020 9:37 PM

To: Yvonne Wong (LKK Auto) <yvonnewong@lkkauto.com>

Cc: WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Dear Yvonne,

Noted the estimation has been provided by the workshop. Kindly inform your surveyor to look into the claim.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

Katie Lee

Manager
Claims

United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • katielee@uoi.com.sg

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From: LEE KATIE

Sent: Wednesday, 18 November 2020 8:15 PM

To: 'Yvonne Wong (LKK Auto)' <yvonnewong@lkkauto.com>

Cc: WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Dear Yvonne,

Thanks for your quick reply. Kindly assist to check with repairer whether the estimation is likely to be exceeded S\$38,000. If yes, please inform them not to provide estimation and we shall offer insured's own damage claim on total loss basis.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

Katie Lee

Manager
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From: Yvonne Wong (LKK Auto) <yvonnewong@lkkauto.com>
Sent: Wednesday, 18 November 2020 5:33 PM
To: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>
Cc: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: RE: GIA REPORT SLL7967J Our ref: M12D14242011

Dear Sir/ Madam

Enclosed preliminary revised of vehicle SLL7967J
Date of survey : 13/11/2020
Number of days : 0 days

Thank you.

Best Regards,

Yvonne Wong (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: LEE KATIE [<mailto:katielee@uoi.com.sg>]
Sent: Wednesday, November 18, 2020 12:16 PM
To: SUR <sur@lkkauto.com>; Yvonne Wong (LKK Auto) <yvonnewong@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: FW: GIA REPORT SLL7967J Our ref: M12D14242011
Importance: High

Dear All,

We understand that the workshop did not submit estimation for the repair of the vehicle. Please revert to us on the pre-accident market value and COE/PARF rebate for our consideration.

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

Katie Lee

Manager
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From: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Sent: Wednesday, 18 November 2020 9:59 AM

To: LEE KATIE <katielee@uoi.com.sg>

Subject: FW: GIA REPORT SLL7967J Our ref: M12D14242011

Hi Katie

This case of OIV stalled in flood.

Vehicle was in Eurokars since Friday afternoon .

LKK called , mentioned as estimate not given by workshop as request from you not to give us.

LKK need a letter from workshop to state if vehicle can be repair or not before LKK can revert us.

Agent workshop refuses to give letter as we told them no estimate provided so till now without quotation , they cannot determine the amount of repair , if vehicle should be TL or not .

The PH is also asking how days of repair as she is without a car currently .

Kindly advise as we need to revert to all parties.

Due to the COVID-19 situation, most of our staff are working from home.
While we remain committed to serving you, there may be delay in our customer services.
We thank you for your kind understanding under such challenging circumstances.

Josephine Wong

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From: eugenie sia <eugeniesia@gmail.com>
Sent: Monday, November 16, 2020 8:18 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: Re: GIA REPORT SLL7967J Our ref: M12D14242011

Hi Jo

How many days of repair?

Not what needs to be repaired?

Sent from my iPhone

On 16 Nov 2020, at 5:31 PM, WONG JOSEPHINE <josephinewong@uoi.com.sg> wrote:

Eugenie

The surveyor will revert how many days of repairs , once they revert, we will update you again .

Due to the COVID-19 situation, most of our staff are working from home.
While we remain committed to serving you, there may be delay in our customer services.
We thank you for your kind understanding under such challenging circumstances.

Josephine Wong

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3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

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From: eugenie sia <eugeniesia@gmail.com>
Sent: Monday, November 16, 2020 12:10 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: Re: GIA REPORT SLL7967J Our ref: M12D14242011

Hi Jo

Thanks! How long will that be? I have to mentally prepare myself on the length of time I am without a car...

Sent from my iPhone

On 16 Nov 2020, at 11:25 AM, WONG JOSEPHINE <josephinewong@uoi.com.sg> wrote:

Hi Eugenie

We will wait for our surveyor 's reply on the survey conducted before we revert to Eurokars .

Due to the COVID-19 situation, most of our staff are working from home.

While we remain committed to serving you, there may be delay in our customer services.

We thank you for your kind understanding under such challenging circumstances.

Josephine Wong

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From: eugenie sia <eugeniesia@gmail.com>
Sent: Monday, November 16, 2020 11:12 AM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: Fwd: GIA REPORT SLL7967J

Hi Josephine

I understand from Mini that the surveyors went down on Friday afternoon.

What would the outcome be?

Thanks

Sent from my iPhone

Begin forwarded message:

From: eugenie sia <eugeniesia@gmail.com>
Date: 12 November 2020 at 6:12:34 PM SGT
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>, Jobi Thomas <jobi.thomas@eurokars.com.sg>
Subject: Fwd: GIA REPORT SLL7967J

Hi Josephine
I have just got this from IDAC. Yes, I am claiming from the insurance.

Jobi,
I think you need to email Josephine the report.

Thanks
Eugenie

Sent from my iPhone

Begin forwarded message:

From: LKK Paya Ubi <rspu@lkkauto.com>
Date: 12 November 2020 at 3:03:31 PM SGT
To: Eugenie <eugeniesia@gmail.com>
Subject: RE: GIA REPORT SLL7967J

Hi

Attached is your gia report.

Best Regards,
Roslinda | Admin
National Assessment Centre Services (LKK Group)
Phone: 6841-0055 | email: rspu@lkkauto.com | fax: 6841-6315

From: Eugenie [<mailto:eugeniesia@gmail.com>]
Sent: Thursday, 12 November 2020 5:24 AM
To: rspu@lkkauto.com
Subject: Re: SLL7967J PHOTOS

Hi

I am following up on my visit on 10 November and wondering when I will be receiving the response so that I can move ahead with the next step.

Thanks
Eugenie

Sent from my iPad

On 10 Nov 2020, at 9:34 AM, eugenie sia
<eugeniesia@gmail.com> wrote:

Thank you.

Ms Eugenie Sia

Sent from my iPhone

Begin forwarded message:

From: Jobi Thomas
<jobi.thomas@eurokars.com.sg>
Date: 9 November
2020 at 4:33:16 PM
SGT
To:
eugeniesia@gmail.com
Subject: SLL7967J
PHOTOS

Dear Eugenie,

As spoken,

Kindly refer to the
attached photos,
thanks.

Best Regards.

<image001.jpg>

Jobi Thomas

Senior Insurance
Claims Executive
27A Tanjong
Penjuru, Singapore
609042
T: (65) 6331 0680
D: (65) 6331 0682
F: (65) 6331 0690
E:
jobi.thomas@eurokars.com.sg W:
www.eurokarsgroup.com

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