

Shirley Hiew (LKK Auto)

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Monday, 30 November 2020 9:36 am
To: LEE KATIE; Shirley Hiew (LKK Auto)
Cc: SUR; assignments
Subject: RE: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Reference no: M11D11342012

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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-----Original Message-----
From: LEE KATIE <katielee@uoi.com.sg>
Sent: Monday, November 30, 2020 9:09 AM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: RE: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Dear Shirley,

Due to PDPA reason, we are unable to provide you the full report. Please advise if it will be sufficient to provide you the description of the accident as well as the photographs of our insured vehicle. This is a chain collision accident in which SKS9885Z is the first vehicle.

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 • mailto:katielee@uoi.com.sg

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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Friday, 27 November 2020 2:08 PM
To: LEE KATIE <katielee@uoi.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: RE: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Dear Katie,

Please be inform that our surveyor need to review the consistency.

Kindly provide us.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: <mailto:Sur@lkkauto.com> | fax: 6256-4315 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: LEE KATIE <<mailto:katielee@uoi.com.sg>>
Sent: Friday, 27 November 2020 1:08 pm
To: Shirley Hiew (LKK Auto) <<mailto:ShirleyHiew@lkkauto.com>>
Cc: SUR <<mailto:sur@lkkauto.com>>; assignments <<mailto:assignments@lkkauto.com>>; WONG JOSEPHINE <<mailto:josephinewong@uoi.com.sg>>
Subject: RE: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Dear Shirley,

Please advise the reason why you request for our insured's report.

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 • <mailto:katielee@uoi.com.sg>

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From: Shirley Hiew (LKK Auto) <<mailto:ShirleyHiew@lkkauto.com>>
Sent: Friday, 27 November 2020 10:01 AM
To: WONG JOSEPHINE <<mailto:josephinewong@uoi.com.sg>>
Cc: LEE KATIE <<mailto:katielee@uoi.com.sg>>; SUR <<mailto:sur@lkkauto.com>>; assignments <<mailto:assignments@lkkauto.com>>
Subject: RE: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Dear Josephine,

Our surveyor is requested your insured GIA report, kindly provide us.

Please let us have your claim number.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: <mailto:Sur@lkkauto.com> | fax: 6256-4315 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: Admin-D (LKKAuto) <<mailto:admin-d@lkkauto.com>>

Sent: Monday, 23 November 2020 5:08 pm

To: 'WONG JOSEPHINE' <<mailto:josephinewong@uoi.com.sg>>; SUR <<mailto:sur@lkkauto.com>>; assignments <<mailto:assignments@lkkauto.com>>

Cc: 'LEE KATIE' <<mailto:katielee@uoi.com.sg>>

Subject: RE: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: <mailto:assignments@lkkauto.com> | fax: 6256-4315 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: WONG JOSEPHINE <<mailto:josephinewong@uoi.com.sg>>

Sent: Monday, 23 November 2020 5:01 PM

To: SUR <<mailto:sur@lkkauto.com>>; assignments <<mailto:assignments@lkkauto.com>>

Cc: <mailto:zoomautowerks@gmail.com>; LEE KATIE <<mailto:katielee@uoi.com.sg>>

Subject: FW: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Without Prejudice

Dear LKK

Kindly assist to survey third party's vehicle .

Details of survey as email below . 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 • <mailto:josephinewong@uoi.com.sg>

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From: Zoom Autowerks <<mailto:zoomautowerks@gmail.com>>
Sent: Monday, November 23, 2020 9:30 AM
To: WONG JOSEPHINE <<mailto:josephinewong@uoi.com.sg>>
Cc: LEE KATIE <<mailto:katielee@uoi.com.sg>>
Subject: Re: FW: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Dear Josephine,

Thank you for your email. Kindly arrange LKK for the survey.

Warmest Regards,
Elin Cai

Zoom Autowerks Pte Ltd
130 Bedok Reservoir Road
#08-1339 Singapore 470130
#9450 7920
[9mailto:zoomautowerks@gmail.com](mailto:zoomautowerks@gmail.com)

- Please note our change in mailing/registered address with effect from 1st July 2018 -

On Mon, Nov 23, 2020 at 9:26 AM WONG JOSEPHINE <<mailto:josephinewong@uoi.com.sg>> wrote:
Without Prejudice

Dear Elin

We propose Autoprobe Consultants , if you do not agree, kindly choose from our lists of surveyors.

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 • <mailto:josephinewong@uoi.com.sg>

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From: Zoom Autowerks <<mailto:zoomautowerks@gmail.com>>
Sent: Monday, 23 November 2020 8:03 AM
To: LEE KATIE <<mailto:katielee@uoi.com.sg>>

Subject: Pre-Repair Inspection for SKS 9885 Z // Accident on 21/11/2020 @ 14:41HR at along PIE(Tuas), before Kallang Exit involving Vehicle Number SKS 9885 Z & SJM 6778 M

Dear Sir/Madam,

We are instructed by Ann Teck Hong to notify you of a road traffic accident on 21/11/2020

at about 14:41HR along PIE(Tuas), before Kallang Exit involving our client's vehicle registration number SKS 9885 Z and vehicle registration number SJM 6778 M driven by your insured at the material time.

A copy of the Singapore Accident Statement/Traffic Police Report filed is enclosed. As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated time, our client shall proceed to repair the vehicle without further reference to you.

Please contact me @ 9450 7920, should you require more information.

Kindly arrange survey at Blk 15 Kaki Bukit Road 4, Bartley Biz Centre, #01-53, Singapore 4178 08.

Warmest Regards,
Elin Cai

Zoom Autowerks Pte Ltd
130 Bedok Reservoir Road
#08-1339 Singapore 470130
#9450 7920
9mailto:zoomautowerks@gmail.com

- Please note our change in mailing/registered address with effect from 1st July 2018 -

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