

Denise Tay (LKKAuto)

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Wednesday, 27 January 2021 8:54 AM
To: Denise Tay (LKKAuto)
Cc: LEE KATIE
Subject: RE: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

Without Prejudice

Dear Denise

Yes, please proceed with the repair.

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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, January 26, 2021 9:41 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Cc: LEE KATIE <katielee@uoi.com.sg>
Subject: Re: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Josephine,

Repairer is able to repair within \$13,000/- before excess

Please let us have your authorization

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: 📠 6256 4315

Email: ✉ sur@lkkauto.com

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

Sent: Tuesday, 26 January 2021 6:05 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

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

Subject: FW: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

Without Prejudice

Dear Denise

Sorry for the late reply .

Can check with repairer if can repair OD at \$13,000 (lump sum) ?

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

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Friday, January 22, 2021 1:08 PM

To: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Subject: RE: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Josephine,

According to our surveyor, repairer is able to repair the vehicle within \$13,500/-

Therefore it's economical to repairer.

Let us have your authorization.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto)

Sent: Friday, 22 January 2021 10:43 AM

To: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Subject: RE: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

Dear Josephine,

According to our surveyor, the repairer is still checking if repair could be done within the repair limit of \$13,559.00.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Friday, 22 January 2021 10:38 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Subject: RE: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

Without Prejudice

Dear Denise

Can check with your surveyor , this OD economic to repair ?

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

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Friday, January 22, 2021 9:57 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

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Dear Sir/Madam,

Enclosed preliminary revised of vehicle SLL 3962Z

Date of survey: 21/1/2021

Pending repair cost from repairer.

We did not authorise repair.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 20 January 2021 3:07 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: LEE KATIE <katielee@uoi.com.sg>
Subject: Re: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

Dear Sir/Madam,

Thank you for your assignment.

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,
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: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Wednesday, 20 January 2021 2:46 PM
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: xdetox32@gmail.com <xdetox32@gmail.com>; LEE KATIE <katielee@uoi.com.sg>
Subject: FW: k3.pdf Our ref:M12D14712102 SLL3962Z DOA: 16/01/21

Without Prejudice

Dear LKK

Kindly assist to survey own damage's vehicle .

Details of survey as email below . Thanks

OD excess is \$1,500.

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

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From: Goh Wei Jie <xdetox32@gmail.com>

Sent: Monday, 18 January 2021 11:41 AM

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

Subject: k3.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I would like to make an OD claim for this vehicle can I have the surveyor to come down and survey this vehicle .

Euro Success Serv Pte Ltd
1 Kaki Bukit Autobay 02-03
Kelvin
92319679

Sent from my iPhone