

FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay

Singapore 417883

Tel No: 67465405 / 67465376 Fax No: 67458520

Tax Reg No: 200006262D

Date : 16.03.2021

QBE Insurance Singapore Pte Ltd

1 Raffles Quay #29-10

South Tower

Singapore 048583

Attn: Motor Claim Department

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES : SME 3570X / SCG 28Z ON.06.02.2021

We are the authorized repair workshop for the owner of motor vehicle no: **SME 3570X**, which was involved in the captioned accident with your insured vehicle no: **SCG 28Z**. The vehicle owner authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving, we are submitting these claims for your consideration on behalf of the owner/claimant.

1) Cost of Repair (inclusive of GST)	\$	1,016.50
2) Loss of Use (2 days X \$ 60)	\$	120.00
3) GIA Search Fee	\$	2.00
	<u>\$</u>	<u>1,138.50</u>

We enclosed herewith the following documents to support the claims:

- | | |
|------------------------------------|--------------------------|
| a) Final Repair Invoice | b) GIA Search Result |
| c) Letter of Authorisation, etc... | d) GIA Report |
| e) I/C & Driving Licence | f) Insurance Certificate |
| g) Vehicle Registration Log Card | |

Kindly look into the matter and let us hear from you on the settlement of our customer's claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

Thank you.

Yours faithfully,



Jason Tang (jason@fastechauto.com.sg)

For Fastech Auto Pte Ltd

DATE : 08.02.2021

TO : QBE Insurance Singapore Pte Ltd

RE : ACCIDENT INVOLVING VEHICLE NO. SME 3570X / SCG 282

ALONG PIE Towards Changi (Before Paya Lebar Exit)

ON 06.02.2021

I/We, Sim Hee Ann (Shen Xi An)

of (NRIC No./ROC No.) S 7243948A

of Blk 264 Jurong East Street 24 #05-529 Singapore 600264

owner of vehicle no. SME 3570X in consideration of M/s FASTECH AUTO

PTE LTD repairing my/our vehicle SME 3570X at my/our instruction and hereby

authorise M/s FASTECH AUTO PTE LTD to demand claim settlement whatever amount settled/payable by the Insurance Company and/or third party or to commence legal proceedings, if necessary, under my name, for the cost of repairs, car rental and/or loss of use, etc. and to their appointing solicitor to act for me/us in respect of the said accident/claim and all claimed and/or settled shall belong to them absolutely.

I/We further agree and undertake to indemnify them against the above-mentioned claim cost which may arise therewith.

Signature of Owner :

Name of Owner :

Sim Hee Ann (Shen Xi An)

*** This Discharge Voucher applies only to the claimant's claim for his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : SME 3570X
Our Reference : VC014307

I/We, **SIM HEE ANN(SHEN XI'AN)** do hereby acknowledge the sum of Singapore Dollars: **FIVE HUNDRED AND SEVENTY ONLY (S\$570.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**YEW LIAN HWA EVANGELINE**', over damage to my/our vehicle **SME 3570X** from an accident involving **SCG 28Z** and **SME 3570X** at/along **PIE TWRDS CHANGI(BEFORE PAYA LEBAR EXIT)** which occurred on **06/02/2021** at about **15:45 hours**.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**YEW LIAN HWA EVANGELINE**', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 10th of (month) May (year) 2022

Signature

Sim Hee Ann

Claimant's Name

87243948A

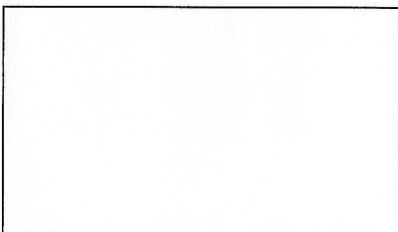
FIN/NRIC No.

BK 264 Jurong East #24

#05-529

S(600264)

Address



Company stamp if applicable

Witness's Signature

Jason Tang

Witness's Name

S8704986H

FIN/NRIC No.

1 Kaki Bukit Ave 6

#01-48 Autobay

S(417883)

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
60 Anson Road
#11-01 Mapletree Anson
Singapore 079914
Fax: 6534 5356

TAX INVOICE

FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay

Singapore 417883

Tel No: 67452063 / 67467158 Fax No: 67458520

Tax Reg No: 200006262D

QBE Insurance Singapore Pte Ltd

1 Raffles Quay #29-10

South Tower

Singapore 048583

Attn : Motor Claim Department

Tax Invoice : 22242

Date 16.03.2021

Vehicle No SME 3570X

Make/Model Mercedes C180

Chassis/Eng# :

Accident Date 06.02.2021

Claim No :

Reference 0221 -22242

Policy No

	Amount
To proceed on lump sum repair	S\$ 950.00

E. & O. E.

Total : S\$ 950.00

GST @ 7% : S\$ 66.50

Amount Due : S\$ 1,016.50


for FASTECH AUTO PTE LTD

INSURER ENQUIRY

**Find
insurer**
Vehicle reg. no.

SCG28Z

Date of Accident

06/02/2021 

Reset

% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **QBE**Period of Insurance **08/09/2020 - 07/09/2021**Requested By **ALLAN TANG (KIM CHWEE AUT...**Requested Date **06/02/2021 16:03****Payment details**Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2****General Insurance Association**

Records Management Centre

GST Registration No: **M400017735**

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 8 March 2021 10:47 AM
To: 'yksins@yahoo.com'
Cc: Admin A
Subject: ACCIDENT INVOLVING SCG 28Z & SME 3570X ALONG/AT BEFORE EXIT 11 ON PIE TO CHANGI ON 06/02/2021

Our Ref: CC6/QBE21001860/Urs3

YEW LIAN HWA EVANGELINE – BY EMAIL ONLY

[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SCG 28Z & SME 3570X ALONG/AT BEFORE EXIT 11 ON PIE TO CHANGI ON 06/02/2021

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SME 3570X against your motor insurance policy.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by **18/03/2021**, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

c.c. *QBE Insurance (Singapore) Pte Ltd*
(Motor Claims Dept)

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

Asher Sng (LKKAuto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Thursday, 7 April 2022 14:14
To: Asher Sng (LKKAuto)
Cc: claims-singapore
Subject: FW: [MANDATE REQUEST] RE: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021
Attachments: LKK Survey Report.pdf; TP LOD.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Hi Asher

Please proceed as per advice.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 64771225

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



SBR Management Excellence Awards 2021 – Innovator of the Year & Team of the Year – General Insurance, Singapore
Insurance Asia Awards 2021 – Claims Initiative of the Year, Singapore
Insurance Business Asia List – Elite Women 2021, Asia and Top Insurance Workplaces 2020, Asia
AustCham Singapore Business Awards – Business Excellence Award 2021 and Digital Capability Award 2020, Singapore

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Thursday, 31 March 2022 12:13 pm
To: Jenny Toh <jenny.toh@qbe.com>
Subject: [MANDATE REQUEST] RE: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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

Hi Jenny,

We refer to the above matter.

We seek your approval to offer repairer **"FASTECH AUTO PTE LTD"** at **\$ 570.25 (all-in)**.

Below revised amount of cost repair based on 2nd opinion, the summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 10,138.38	\$ 1,016.50
2. Loss of Use (2 days x \$60.00)	\$ 120.00	\$ 120.00 (2 days x \$60.00)
Sub Total:	\$ 10,258.38	\$ 1,136.50
@ 50%	\$ 5,129.19	\$ 568.25
3. LTA / GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 5,131.19	\$ 570.25

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, 10 November, 2021 11:48 AM

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

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

Subject: Re: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Dear Jenny,

Kindly let us know which item is not consistent for our further action.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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, November 10, 2021 11:12 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Hi Jaslin

We refer to this claim.

Kindly inform surveyor to go through the damage parts, and we have did a desktop survey which find out some parts are not consistent to the accident.

Attached the desktop report for your perusal.

Revert to us as soon as possible.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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Celebrating 130 years in Singapore, 1891 – 2021

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Friday, 23 July 2021 2:33 pm

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

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

Subject: Re: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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

Dear Sirs/Mdm,

ACCIDENT INVOLVING SCG 28Z (QBE) AND SME 3570X (TP) ON 06/02/2021

We refer to the above matter.

We seek your approval to offer repairer "FASTECH AUTO PTE LTD" at **\$ 1,774.00 (all-in).**

The summary is as follows: -

?

?

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 9,475.12	\$ 3,424.00 (\$3,200.00 + 7% GST)
2. Loss of Use (2 days x \$60.00)	\$ 120.00	\$ 120.00 (2 days x \$60.00)
@ 50%	\$ 4,797.56	\$ 1,772.00
3. LTA / GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 4,799.56	<u>\$ 1,774.00</u>

Surveyor recommended 2 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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: Friday, July 23, 2021 11:19 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: FW: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Hi Jaslin

Thank you for the email.

May we know how much is the mandate for this claim?

regards

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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



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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, 21 July 2021 2:39 pm
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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Dear Jenny,

Our surveyor explained that it is a side swipe impact which our insured O/S rear collided with Third Party's N/S front.

Kindly refer to attached damages photos during our surveyor inspections.

The headlamp cracked area is due to it fitted behind the bumper. Hence, when impact it cause headlamp holder to crack.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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: Monday, July 19, 2021 4:19 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>
Subject: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Dear Jaslin

Can kindly look into this matter urgently. Insured need to renew her policy.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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From: Fern Nee Tan <fenni.chen@qbe.com>

Sent: Friday, 16 July 2021 12:50 pm

To: jaslinkok@lkkauto.com

Cc: admin-a@lkkauto.com; Jenny Toh <jenny.toh@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: FW: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Hi Jaslin,

Any updates on the claim as our Insured is chasing us for an update.

Please revert on an urgent basis.

Thanks & Regards

Chen Fenni

Assistant Executive

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

Phone : +65 6224 6633 | DID : +65 6477 1242

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



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**insurance
Awards 2020**



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From: Jenny Toh <jenny.toh@qbe.com>
Sent: Friday, 4 June 2021 10:16 am
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Subject: RE: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Hi Jaslin

Attached the photos .

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 4 June 2021 9:12 am
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Subject: RE: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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Dear Jenny

May we request to have all the photos that our insured took.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Wednesday, 2 June 2021 11:10 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Subject: FW: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Dear Jaslin

Our insured driver had disagreed with our surveyor for the damages of the parts.

Attached the docs from our insured which they have dispute and kindly get the surveyor to explain to their query.

Hope to hear from you soon.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, 1 June 2021 12:40 pm
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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Dear Jenny

As requested, please find attached.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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: Tuesday, June 1, 2021 12:35 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Hi Jaslin

Urgent.

Kindly let me have the full report for this claim , need to see the damage parts we are paying.

Please hold on to this claim first insured disagree again.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jenny Toh
Sent: Tuesday, 1 June 2021 12:30 pm
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Hi Jaslin

Can you call me at 64771225.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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



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Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jenny Toh
Sent: Tuesday, 1 June 2021 11:44 am
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: FW: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Dear Jaslin

Kindly proceed to offer 50% for the claims.

regards

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Tuesday, 1 June 2021 9:42 am

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

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

Subject: Re: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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

Dear Jenny

Kindly refer to TP's LOD.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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: Tuesday, June 1, 2021 8:54 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: VC014307 Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Hi Jaslin

Thank you for the quick response. Kindly let us know how much is the third party claim?

We will write to our insured for the liability . Please hold on for little while.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+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

Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, 31 May 2021 12:07 pm

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

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

Subject: Re: Direct Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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

Dear Jenny

Please find attached requested documents.

No response from insured till date.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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: Monday, May 31, 2021 12:02 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Direct Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Dear Jaslin

Did you send out the liability letter to our insured ? Any response from the insured or the driver?

Let me have some of the damages photos of third party vehicle.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

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



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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Saturday, 29 May 2021 12:29 pm
To: Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: Re: Direct Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

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 our email on 01/04/2021.

Kindly let us have your comments / instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Thursday, April 1, 2021 10:39 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Dear Sir / Madam,

We refer to the above matter.

TP reported that he was moving straight and OI cut into his lane.

OI reported that although he changed lane but was already in the lane before the accident happen.

We are of the view that the case shall resolve at equal liability as both parties given conflicting version, no videos provided from both parties.

Kindly let us have your comments / instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

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

Sent: Friday, 19 February 2021 9:08 AM

To: claims-singapore@qbe.com

Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Subject: Direct Settlement - Accident Involving SCG 28Z (OI : QBE - TBA) AND SME 3570X (TP : LKK REF - CC6/QBE21001860/Urs3) on 06/02/2021

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SME 3570X at M/s FASTECH AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

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

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

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