

Veron Chen (LKKAUTO)

From: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>
Sent: Thursday, 8 April 2021 10:03 AM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); assignments; SUR
Subject: RE: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021-XD 5950U

Hi Veron,

NTUC Ref: PC/0687936

Thank you.

Kenneth Neo
Sedgwick Singapore Pte. Ltd.
30 Cecil Street | Level 12 | Prudential Tower | Singapore 049712
TEL +65 6223 2008 | FAX +65 6226 2356
EMAIL kenneth.neo@sg.sedgwick.com



COVID - 19

Sedgwick is operational and working to manage claims. Our contingency plans are allowing us to continue to deliver our services whilst protecting our colleagues and our clients. We have a large capacity to work remotely, and our investment in technology is allowing us to offer virtual site visits. We are able to attend site visits in some cases but will look for alternatives wherever possible. We are committed to keeping you updated as circumstances change.

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 7 April 2021 7:31 am
To: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021-XD 5950U

Dear Kenneth,

Kindly provides NTUC claim number.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>

Sent: Tuesday, 6 April 2021 1:22 PM

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

Subject: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021

Dear Summer,

Please advise if the survey report is ready?

We look forward to your kind reply.

Thank you.

Kenneth Neo

Sedgwick Singapore Pte. Ltd.

30 Cecil Street | Level 12 | Prudential Tower | Singapore 049712

TEL +65 6223 2008 | FAX +65 6226 2356

EMAIL [Kenneth.neo@sg.sedgwick.com](mailto:kenneth.neo@sg.sedgwick.com)



COVID - 19

Sedgwick is operational and working to manage claims. Our contingency plans are allowing us to continue to deliver our services whilst protecting our colleagues and our clients. We have a large capacity to work remotely, and our investment in technology is allowing us to offer virtual site visits. We are able to attend site visits in some cases but will look for alternatives wherever possible. We are committed to keeping you updated as circumstances change.

From: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 22 March 2021 2:51 pm

To: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>

Subject: RE: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021

Dear Kenneth,

Noted with thanks.

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)

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: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>

Sent: Monday, 22 March, 2021 2:30 PM

To: Summer (LKK Auto) <admin-d@lkkauto.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>

Subject: RE: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021

Hi Summer,

You can bill to:-

NTUC Income Insurance Co-operative Limited
c/o Sedgwick Singapore Pte Ltd
30 Cecil Street, Level 12, Prudential Tower
Singapore 049712

Thank you.

Kenneth Neo

Sedgwick Singapore Pte. Ltd.

30 Cecil Street | Level 12 | Prudential Tower | Singapore 049712

TEL +65 6223 2008 | FAX +65 6226 2356

EMAIL [Kenneth.neo@sg.sedgwick.com](mailto:kenneth.neo@sg.sedgwick.com)



COVID - 19

Sedgwick is operational and working to manage claims. Our contingency plans are allowing us to continue to deliver our services whilst protecting our colleagues and our clients. We have a large capacity to work remotely, and our investment in technology is allowing us to offer virtual site visits. We are able to attend site visits in some cases but will look for alternatives wherever possible. We are committed to keeping you updated as circumstances change.

From: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 22 March 2021 1:52 pm

To: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>

Subject: RE: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021

Dear Kenneth,

May I know this case bill to who?

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)

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: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>
Sent: Monday, 22 March, 2021 11:29 AM
To: Summer (LKK Auto) <admin-d@lkkauto.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>
Subject: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021

Dear Summer,

For this matter, we gather that the surveyor had carried out the survey on 12 March 2021.

We would appreciate it if you could let us have the survey report on urgent basis.

Thank you.

Kenneth Neo
Sedgwick Singapore Pte. Ltd.
30 Cecil Street | Level 12 | Prudential Tower | Singapore 049712
TEL +65 6223 2008 | FAX +65 6226 2356
EMAIL [Kenneth.neo@sg.sedgwick.com](mailto:kenneth.neo@sg.sedgwick.com)



COVID - 19

Sedgwick is operational and working to manage claims. Our contingency plans are allowing us to continue to deliver our services whilst protecting our colleagues and our clients. We have a large capacity to work remotely, and our investment in technology is allowing us to offer virtual site visits. We are able to attend site visits in some cases but will look for alternatives wherever possible. We are committed to keeping you updated as circumstances change.

From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Friday, 12 March 2021 11:44 am
To: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>
Subject: RE: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021

Dear Sir / Mdm,

Thank you for your assignment.

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)

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: Neo, Kenneth <kenneth.neo@sg.sedgwick.com>

Sent: Thursday, 11 March 2021 5:00 PM

To: Accounts (LKKAuto) <account@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Sedgwick Ref: 6004139 || Our Insured: BJ HARVEST SERVICES PTE. LTD || Reported damage to Third Party prime mover on 19.02.2021

Dear Sirs,

Our Principal: NTUC Income Insurance

Our Insured: BJ Harvest Services Pte Ltd

Damage to Third Party Prime Mover XD5950U on 19 February 2021

We would like to engage LKK Auto to carry out an urgent survey on a damaged Third Party prime mover. The prime mover is currently located at:-

SmartOne Auto Pte. Ltd.
8 Kaki Bukit Avenue 4
#08-09 Premier @ Kaki Bukit
Singapore 415875
Tel: 6341 6789
Fax: 6341 6778

The PIC at SmartOne Auto is Michelle (9856 4815).

We would like LKK to verify the extent of damage and also comment on the submitted claim. For reference, the workshop had previously submitted a lumpsum repair cost of \$50,000.00. However, when we requested for the breakdown, the quotation was revised to **over \$100k**.

Please confirm receipt of this assignment and do contact SmartOne for urgent survey. I will be writing to the said workshop momentarily and will copy your office in the said email to expedite the survey process.

Thank you.

Kenneth Neo

Sedgwick Singapore Pte. Ltd.

30 Cecil Street | Level 12 | Prudential Tower | Singapore 049712

TEL +65 6223 2008 | FAX +65 6226 2356

EMAIL [Kenneth.neo@sg.sedgwick.com](mailto:kenneth.neo@sg.sedgwick.com)



COVID - 19

Sedgwick is operational and working to manage claims. Our contingency plans are allowing us to continue to deliver our services whilst protecting our colleagues and our clients. We have a large capacity to work remotely, and our investment in technology is allowing us to offer virtual site visits. We are able to attend site visits in some cases but will look for alternatives wherever possible. We are committed to keeping you updated as circumstances change.

Kenneth Neo

Sedgwick Singapore Pte. Ltd.

30 Cecil Street | Level 12 | Prudential Tower | Singapore 049712

TEL +65 6223 2008 | FAX +65 6226 2356

EMAIL Kenneth.neo@sg.sedgwick.com



COVID - 19

Sedgwick is operational and working to manage claims. Our contingency plans are allowing us to continue to deliver our services whilst protecting our colleagues and our clients. We have a large capacity to work remotely, and our investment in technology is allowing us to offer virtual site visits. We are able to attend site visits in some cases but will look for alternatives wherever possible. We are committed to keeping you updated as circumstances change.