

Denise Tay (LKKAUTO)

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Monday, 12 April 2021 9:19 AM
To: Denise Tay (LKKAUTO)
Cc: LEE KATIE
Subject: FW: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021 Our ref: M12D15322104

Without Prejudice

Dear Denise

Kindly proceed with OD 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

UOB EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOB nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOB or any entity in the UOB Group.

opinion in this email may not necessarily represent the opinion of UOB or any entity in the UOB Group.

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Friday, April 9, 2021 4:01 PM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021 Our ref: M12D15322104

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 Sir/Madam,

Enclosed preliminary revised of vehicle SFQ 110E

Date of survey: 8/4/2021
Number of days (estimated) : 6 days

We did not authorise repair.

Please 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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 7 April 2021 3:55 PM

To: 'Michelle Ong Siew Bee' <michelle.ong@wearnes.com>; 'WONG JOSEPHINE' <josephinewong@uoi.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021 Our ref: M12D15322104

Dear Michelle,

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Sent: Wednesday, 7 April, 2021 3:53 PM

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

Subject: Re: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021 Our ref: M12D15322104

Yes, customer waiting

Get [Outlook for Android](#)

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

Sent: Wednesday, April 7, 2021 3:42:33 PM

To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>; 'WONG JOSEPHINE' <josephinewong@uoi.com.sg>;

'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>

Subject: RE: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021 Our ref: M12D15322104

Dear Michelle,

Appointment confirm.

By the way owner waiting?

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Sent: Wednesday, 7 April, 2021 3:35 PM

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

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

Subject: RE: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021 Our ref: M12D15322104

Importance: High

Dear All,

Please arrange for survey tomorrow at 3pm.

Kindly confirm appt in writing.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.

249 Alexandra Road Singapore 159103

M (65) 9129 4556 F (65) 6264 7137

www.wearnes.com michelle.ong@wearnes.com

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Monday, 5 April 2021 10:18 AM
To: 'assignments' <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Michelle Ong Siew Bee <michelle.ong@wearnes.com>; LEE KATIE <katielee@uoi.com.sg>
Subject: FW: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021 Our ref: M12D15322104
Importance: High

Without Prejudice

Dear LKK

Kindly assist to survey own damage's vehicle .

Details of survey as email below . Thanks

OD excess is \$750.

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

UOB EMAIL DISCLAIMER

Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOB nor any entity in the UOB Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOB or any entity in the UOB Group.

From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Thursday, 1 April 2021 6:20 PM
To: LEW JENNY <jennylew@uoi.com.sg>; LEE KATIE <katielee@uoi.com.sg>
Subject: OD Claim - Our Ref: SFQ110E; Your Insured SFQ110E DOA 30/03/2021
Importance: High

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 Sirs,
We refer to the above matter.
Attached for OD Claim.
Kindly revert asap.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.

249 Alexandra Road Singapore 159103

M (65) 9129 4556 F (65) 6264 7137

www.wearnes.com michelle.ong@wearnes.com

This email, including any attachment, is confidential and may also be privileged.

If you have received it in error, please notify us immediately by reply email and then delete this message from your system.

Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.