

## Jaslin Kok (LKK Auto)

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**From:** Jenny Toh <jenny.toh@qbe.com>  
**Sent:** Wednesday, 28 April 2021 3:15 PM  
**To:** Su Li (LKK Auto); Jaslin Kok (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: Direct Settlement - Accident Involving SLC 7824K (OI : QBE - TBA) AND SHD 7147Z (TP : LKK REF - CC3/QBE21004769/T1rs3) on 11/04/2021

Hi Su Li

Noted with thanks.

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### 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

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**From:** Su Li (LKK Auto) <suli@lkkauto.com>  
**Sent:** Wednesday, 28 April 2021 2:53 pm  
**To:** Jenny Toh <jenny.toh@qbe.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** Re: Direct Settlement - Accident Involving SLC 7824K (OI : QBE - TBA) AND SHD 7147Z (TP : LKK REF - CC3/QBE21004769/T1rs3) on 11/04/2021

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

Dear Jenny,

We refer to the above matter.

Third party SLC7824K is insured by ECICS.

We will close the file herein without billing to your good office.

*\*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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**From:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Sent:** Wednesday, April 28, 2021 9:09 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Subject:** FW: Direct Settlement - Accident Involving SLC 7824K (OI : QBE - TBA) AND SHD 7147Z (TP : LKK REF - CC3/QBE21004769/T1rs3) on 11/04/2021

Hi Su Li

As per our system this vehicle policy lapsed on 25/05/20 .

Please check again.

Thank you.

---

**Jenny Toh**

Senior Assistant

Claims | Asia

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

+65 64771225

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



**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 27 April 2021 12:33 pm

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving SLC 7824K (OI : QBE - TBA) AND SHD 7147Z (TP : LKK REF - CC3/QBE21004769/T1rs3) on 11/04/2021

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

Dear Jenny,

We refer to the above matter.

Kindly refer to the attached.

TP done LTA search, the result is under QBE.

*\*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**

*\*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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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, April 22, 2021 1:16 PM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving SLC 7824K (OI : QBE - TBA) AND SHD 7147Z (TP : LKK REF - CC3/QBE21004769/T1rs3) on 11/04/2021

Dear Jenny,

Noted with thanks.

We will check again and get back to you.

*\*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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**From:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Sent:** Thursday, April 22, 2021 12:54 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Subject:** FW: Direct Settlement - Accident Involving SLC 7824K (OI : QBE - TBA) AND SHD 7147Z (TP : LKK REF - CC3/QBE21004769/T1rs3) on 11/04/2021

Hi Su Li

We refer to the below email.

Vehicle no: SLC7824K not insured with QBE Insurance at the material time of the accident.

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

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, 16 April 2021 8:01 am  
**To:** [claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SLC 7824K (OI : QBE - TBA) AND SHD 7147Z (TP : LKK REF - CC3/QBE21004769/T1rs3) on 11/04/2021

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 the above matter.

We have inspected third party vehicle SHD 7147Z at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

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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## Jaslin Kok (LKK Auto)

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**From:** Loke Wei Yieng <LokeWY@sparkcarcare.com>  
**Sent:** Wednesday, 28 April 2021 1:54 PM  
**To:** Su Li (LKK Auto)  
**Cc:** Admin A; Jaslin Kok (LKK Auto); Juman Bin Masudin; Roger How Keen Meng  
**Subject:** Re: SHD7147Z TP QBE doa:11/4/21  
**Attachments:** 4384\_001.pdf

Hi Su Li & Taufikh,

We attempt to search in LTA, third party SLC7824K insured by ECICS. (refer to attachments)

In addition, we would like to purchase this survey report.

Thanks & regards  
Ms. Loke YY  
Loyang Accident Repair  
ComfortDelgro Engineering Pte Ltd  
DID: 62148355

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**From:** Su Li (LKK Auto) <suli@lkkauto.com>  
**Sent:** Wednesday, 28 April 2021 9:21 AM  
**To:** Loke Wei Yieng <LokeWY@sparkcarcare.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Subject:** Re: SHD7147Z TP QBE doa:11/4/21

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Dear Ms Loke,

As per QBE system this vehicle policy lapsed on 25/05/20 .

Please check again.

***\*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,

**From:** Loke Wei Yieng [mailto:LokeWY@sparkcarcare.com]  
**Sent:** Thursday, 22 April 2021 3:39 PM  
**To:** Taufikh (LKK Auto)  
**Subject:** Re: SHD7147Z TP QBE doa:11/4/21

Hi Taufikh,

Please find attachments Insurance Search as requested.

Ms. Loke YY  
Loyang Accident Repair  
ComfortDelgro Engineering Pte Ltd  
DID: 62148355

Do you really need to print?  
Go Digital! Go Paperless!



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**From:** Taufikh (LKK Auto) <taufikh@lkkauto.com>  
**Sent:** Thursday, 22 April 2021 1:53 PM  
**To:** Loke Wei Yieng <LokeWY@sparkcarcare.com>  
**Subject:** SHD7147Z TP QBE doa:11/4/21

**CAUTION :** This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

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Hi Ms Loke,

Can forward me the insurance search for this case? My side check but TP is not under QBE.

Thank you.

Regards  
Taufikh  
Lkk Auto

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