

Mei Kwan (LKKAuto)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Monday, 26 April, 2021 10:28 AM
To: Mei Kwan (LKKAuto)
Cc: Admin A; claims-singapore; Jaslin Kok (LKK Auto)
Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472
Attachments: SLV9151E-190421.pdf
Categories: HMK

Dear Mei Kwan,

Our insured's GIA report is attached above.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 23 April 2021 3:50 pm
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

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

Dear Andrew,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
-

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Thursday, 22 April, 2021 9:27 AM

To: 'Andrew Lim' <andrew.lim@qbe.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

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: Andrew Lim <andrew.lim@qbe.com>

Sent: Thursday, 22 April, 2021 9:19 AM

To: 'assignments' <assignments@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

Dear Sirs,

We also attach the estimate above for your reference.

Andrew Lim

Executive

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From: Andrew Lim
Sent: Thursday, 22 April 2021 9:18 am
To: 'assignments' <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: FW: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

Dear Sirs,

Please arrange for survey at Premium Automobiles Pte Ltd.

Insured: SMP7909U (has not reported the accident)
TP: SLV9151E
Date of Accident: 19/04/2021
Contact Details: As per email below

Thank you.

Andrew Lim

Executive

Claims | Asia

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

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 21 April 2021 7:07 pm
To: Andrew Lim <andrew.lim@qbe.com>; 'SUR' <sur@lkkauto.com>; 'Summer (LKK Auto)' <admin-d@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

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Dear Andrew,

Kindly assign to LKK Auto Consultant to survey our client's vehicle.

Survey on 22/4/2021, 10am. Owner Waiting

Best Regards,
Kee Siang Lim
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183
e. claims@premiumauto.com.sg **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Andrew Lim [<mailto:andrew.lim@qbe.com>]

Sent: Wednesday, 21 April 2021 2:13 PM

To: Claims

Cc: claims-singapore

Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

WITHOUT PREJUDICE

Dear Kee Siang,

We propose to use one of the following motor surveyors:

Appraisal Associates Pte Ltd
Automobile Inspection Services
KM Auto Assessors Pte Ltd
LKK Auto Consultants Pte Ltd
Priority Services
Infiniti Appraisal Service
Quantum Risk Management (S) Pte Ltd

Please let us know within two (2) working days whether you agree to any of them.

Andrew Lim

Executive

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

+65 6477 1243 | +65 6224 6633

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From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 21 April 2021 12:31 pm
To: Andrew Lim <andrew.lim@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; 'Claims' <claims@premiumauto.com.sg>
Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

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Dear Andrew,

We do not agree that our client vehicle to be surveyed by H2 Technical Services.

Kindly let us have other list of surveyors.

**Best Regards,
Kee Siang Lim
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183
e. claims@premiumauto.com.sg w. www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Andrew Lim [<mailto:andrew.lim@qbe.com>]
Sent: Wednesday, 21 April 2021 12:27 PM
To: Claims
Cc: claims-singapore
Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

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Dear Kee Siang,

We will only be using the following motor surveyor:

H2 Technical Services (Peter/Faizal)

Please let us know if you agree to it.

Andrew Lim

Executive

Claims | Asia

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

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From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 20 April 2021 6:52 pm

To: Andrew Lim <andrew.lim@qbe.com>

Cc: claims-singapore <claims-singapore@qbe.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

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Dear Andrew,

Attached above video footage for your reference.

Please provide us 10 list of surveyor soonest possible.

**Best Regards,
Kee Siang Lim
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

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From: Andrew Lim [<mailto:andrew.lim@qbe.com>]

Sent: Tuesday, 20 April 2021 9:41 AM

To: Claims

Cc: claims-singapore

Subject: RE: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021 - QBE Ref: VC014472

Dear George,

Our insured has not reported the accident and we cannot confirm the liability.

Please provide us with your client's video footage in order to better assess the claim.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

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From: Claims <claims@premiumauto.com.sg>

Sent: Monday, 19 April 2021 4:25 pm

To: claims-singapore@qbe.com

Cc: claims@premiumauto.com.sg

Subject: ACCIDENT INVOLVING SMP 7909 U AND YOUR INSURED SLV 9151 E DATED 19/4/2021

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Dear all,

Please assist in the liability clearance for above mentioned case. We propose for a 100% direct settlement in our client's favour

Attached is the GIA report for your reference and we will send you the estimate once it is ready.

Kindly arrange survey on 22 of April @ 10am. Owner waiting.

Address : 55 Ubi road 1 S 408699

Thank you

**Best regards,
George Wong
Claims advisor**

· PREMIUM AUTOMOBILES

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 **d.** 66900293

e. Claims@premiumauto.com.sg **w.** www.audi.com.sg

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