

Veron Chen (LKKAuto)

From: LEE KATIE <katielee@uoi.com.sg>
Sent: Friday, 16 July 2021 7:56 AM
To: Admin-D (LKKAuto)
Subject: FW: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

resend

Notice

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.

Regards,

Katie Lee

Manager
Claims



United Overseas Insurance Limited

3 Anson Road, #28-01 Springleaf Tower, Singapore 079909
Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3869 | Email • katielee@uoi.com.sg

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From: LEE KATIE
Sent: Friday, 16 July 2021 7:52 AM
To: Veron (LKK) <ops1@lkkauto.com>
Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Dear Veron,

Please proceed to authorize repair up to S\$36,281.50.

[Notice](#)

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.

Regards,

Katie Lee

Manager
Claims



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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Thursday, July 15, 2021 4:44 PM

To: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Cc: SUR <sur@lkkauto.com>

Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

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Dear Josephine,

As spoken this afternoon.

Final amount \$36,281.50 (inclusive of supplementary) before excess.

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: WONG JOSEPHINE [<mailto:josephinewong@uoi.com.sg>]
Sent: Thursday, 15 July 2021 3:55 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Without Prejudice

Dear Veron

After inclusive of supplementary items of \$18,552.25, what is the revise amount , more than 43K.

Can give a breakdown, PML can repair at the amount without total loss.

Notice

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

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Thursday, July 15, 2021 2:45 PM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Cc: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

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 Josephine,

Enclosed preliminary revised (incl.supplementary) of vehicle SJB 339U

Date of survey: 23/4/2021

Number of days (estimated) : 14 days

For your approval please.

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: WONG JOSEPHINE [<mailto:josephinewong@uoi.com.sg>]

Sent: Monday, 3 May 2021 10:47 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Without Prejudice

Thanks Veron , please proceed.

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



Serving Singapore since 1971

United Overseas Insurance Limited

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Monday, May 3, 2021 10:02 AM
To: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Cc: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>
Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

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 Josephine,

Performance Motor will undertake the repair costs at \$43K limit.

Please let us have your authorisation please.

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: WONG JOSEPHINE <josephinewong@uoi.com.sg>
Sent: Monday, 3 May 2021 9:26 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: LEE KATIE <katielee@uoi.com.sg>
Subject: FW: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Without Prejudice

Dear Veron

We propose OD repair at \$43,000.

Can check with Performance Motor ?

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



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From: WONG JOSEPHINE

Sent: Friday, April 30, 2021 1:12 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Without Prejudice

Hi Veron

Sorry for late reply .

Kindly inform policyholder and workshop that vehicle has to be total loss.

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

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Thursday, April 29, 2021 5:22 PM

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

Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

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Dear Josephine,

According to repairer, they are able to repair at limit \$44K before excess and GST.

Please let us have your approval and authorisation soonest possible.

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: Veron Chen (LKKAUTO)

Sent: Thursday, 29 April 2021 7:37 AM

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

Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Dear Josephine,

Repairer asking for repair cost \$45,000.

Kindly advised.

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: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Sent: Tuesday, 27 April 2021 5:28 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Ok, Veron , can update me once PML able to repair within ERV otherwise we still has to advise ph total loss as he choose to go agent workshop.

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



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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Tuesday, April 27, 2021 5:22 PM

To: WONG JOSEPHINE <josephinewong@uoi.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

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Dear Josephine,

Repairer is still checking on the repair cost, whether can repair within the nett value.

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: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Sent: Tuesday, 27 April 2021 4:47 PM

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

Subject: FW: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Dear Veron

Its seem like not economic to repair as net value and your revise COR is v close.

Kindly advise whether need to total loss vehicle .

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

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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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Tuesday, April 27, 2021 2:17 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: LEE KATIE <katielee@uoi.com.sg>
Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

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 Josephine,

Enclosed preliminary revised of vehicle SJB 339U
Date of survey: 23/4/2021
Number of days (estimated) : 14 days

We have Not authorise repair.

Pending repair cost from repairer.

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)

-----Original Message-----

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Friday, 23 April 2021 11:00 AM
To: 'WONG JOSEPHINE' <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'LEE KATIE' <katielee@uoi.com.sg>
Subject: RE: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

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.

-----Original Message-----

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Sent: Thursday, 22 April, 2021 5:02 PM

To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Han Kwan Yong <han.kwan.yong@simedarby.com.sg>; LEE KATIE <katielee@uoi.com.sg>

Subject: [SPAM]RE: SJB339U / 5E91456 (FLOOD CASE) Our ref: M11D12642105

Without Prejudice

Dear LKK

Kindly assist to survey own damage 's vehicle .

Details of survey as email below . Thanks

OD excess is \$600.

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

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-----Original Message-----

From: Han Kwan Yong <han.kwan.yong@simedarby.com.sg>

Sent: Thursday, April 22, 2021 4:28 PM

To: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Subject: SJB339U / 5E91456 (FLOOD CASE)

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 Ms Josephine,

Urgent!.

This vehicle towed in and is in our workshop.

Please assist to arrange for survey and repair.

Thanks.

Regards,

Han K.Y.

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