

## Veron Chen (LKKAuto)

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**From:** LEE KATIE <katielee@uoi.com.sg>  
**Sent:** Monday, 10 May 2021 1:47 PM  
**To:** Veron Chen (LKKAuto); Admin-D (LKKAuto); assignments; SUR  
**Subject:** RE: EY1200S - Own Damage Claim

Dear Veron,

Claim no : M11D12482104  
Policy no : DHOM110167801901

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



Serving Singapore since 1971

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](mailto:katielee@uoi.com.sg)

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>  
**Sent:** Monday, 10 May 2021 11:58 AM  
**To:** LEE KATIE <katielee@uoi.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: EY1200S - Own Damage Claim

**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 Katie,

Kindly provide claim number and policy 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)

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Monday, 10 May 2021 10:59 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: EY1200S - Own Damage Claim

**Importance:** High

Dear Veron,

As spoken with your surveyor Kenneth, the insured is not going to repair in Singapore and he will send his vehicle to USA for repair. Thus, we would require the breakdown list of parts and labour that warranted to replace and another list for checked items. Based on the marked estimation, we cannot tally your breakdown figures.

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](mailto:veronchen@lkkauto.com)>

**Sent:** Thursday, 6 May 2021 1:39 PM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: EY1200S - Own Damage Claim

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Dear Katie,

We refer to our conversation this afternoon.

Attach with surveyor's marking.

Parts given-	\$52,668.73
Labour	-\$5,605.00
Total	-\$58,273.73

Check item parts-	\$25,741.16
Labour	-\$150.00
Total	-\$25,891.16

Sub Total-\$84,164.89

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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Thursday, 6 May 2021 10:24 AM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: EY1200S - Own Damage Claim

Dear Katie,

Our surveyor Kenneth can be contacted at HP 969 10663

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)

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Wednesday, 5 May 2021 7:13 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments

<[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: EY1200S - Own Damage Claim

Dear Veron,

Can I speak with your surveyor ?

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

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Tuesday, 4 May 2021 1:55 PM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: EY1200S - Own Damage Claim

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Dear Katie,

Enclosed preliminary revised of vehicle EY 1200S

Date of survey: 4/5/2021

**We have Not authorise repair.**

**Kindly provide policy excess ,claim number and let us have 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)

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Tuesday, 4 May 2021 1:44 PM

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

**Subject:** RE: EY1200S - Own Damage Claim

**Importance:** High

Dear Summer,

We understand that the vehicle had already been surveyed.

Please provide us the Preliminary Advice on the repair costs soonest possible.

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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3 Anson Road, #28-01 Springleaf Tower, Singapore 079909

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---

**From:** LEE KATIE

**Sent:** Monday, 3 May 2021 4:19 PM

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

**Subject:** RE: EY1200S - Own Damage Claim

Password

uoimotor2021

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:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Monday, 3 May 2021 2:27 PM

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Subject:** RE: EY1200S - Own Damage Claim

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Dear Katie,

Kindly assist to provide the GIA report .

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Monday, 3 May, 2021 12:20 PM

**To:** 'LEE KATIE' <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'sur@lkkauto.com' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: EY1200S - Own Damage Claim

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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.

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Monday, 3 May 2021 11:54 AM

**To:** Veron (LKK) <[ops1@lkkauto.com](mailto:ops1@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** EY1200S - Own Damage Claim

**Importance:** High

Dear Veron,

Please assist to arrange your surveyor to carry out inspection of our insured vehicle at the following workshop :-

S & H Motor Pte Ltd  
160 Sin Ming Drive #07-02  
Sin Ming Autocity  
Singapore 575722

Please advise us the repair costs before sending out your report to us as soon as possible.

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

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