

**Asher Sng (LKKAUTO)**

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Monday, 24 May 2021 11:49 AM  
**To:** FIN\_ADMIN@CMCS.COM.SG  
**Subject:** ACCIDENT INVOLVING GBG 3865R AND FBS 4263H ON 21/04/2021

**Our Ref: CC6/QBE21005519/Aes3**

24 MAY 2021

**CENTRAL MERCANTILE CORPN S LTD**

Dear Sir/Madam,

**ACCIDENT INVOLVING GBG 3865R AND FBS 4263H ON 21/04/2021**

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Asher  
*Case Handler*  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

*c.c. QBE Insurance (Singapore) Pte Ltd  
(Motor Claims Dept)*

## Asher Sng (LKKAUTO)

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Wednesday, 30 March 2022 14:42  
**To:** 'Jenny Toh'  
**Cc:** Admin A; 'claims-singapore'  
**Subject:** RE: Direct Settlement - Accident Involving GBG 3865R (OI : QBE - VC014491) AND FBS 4263H (TP : LKK REF - CC6/QBE21005519/Aes3) on 21/04/2021

Hi Jenny,

We refer to the above matter.

We have checked with third party repairer, case have submitted to solicitor to handle the matter with the injury claim.

In view on the above we will process to submit our wp report and close off the matter.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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:** Asher Sng (LKKAUTO)  
**Sent:** Wednesday, 30 March 2022 14:35  
**To:** 'Jenny Toh' <jenny.toh@qbe.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>  
**Subject:** RE: Direct Settlement - Accident Involving GBG 3865R (OI : QBE - VC014491) AND FBS 4263H (TP : LKK REF - CC6/QBE21005519/Aes3) on 21/04/2021

Hi Jenny,

We refer to the email below.

We are currently pending LOD from third party, shall revert to you once we received.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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

**Sent:** Wednesday, 30 March 2022 12:07

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBG 3865R (OI : QBE - VC014491) AND FBS 4263H (TP : LKK REF - CC6/QBE21005519/Aes3) on 21/04/2021

Dear all

What is the outcome for this claim? Any updates?

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**Jenny Toh**

Senior Assistant

Claims | Asia

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

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



SBR Management Excellence Awards 2021 – Innovator of the Year & Team of the Year – General Insurance, Singapore  
Insurance Asia Awards 2021 – Claims Initiative of the Year, Singapore  
Insurance Business Asia List – Elite Women 2021, Asia and Top Insurance Workplaces 2020, Asia  
AustCham Singapore Business Awards – Business Excellence Award 2021 and Digital Capability Award 2020, Singapore

*I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.*

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

**Sent:** Thursday, 6 May 2021 12:28 pm

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBG 3865R (OI : QBE - VC014491) AND FBS 4263H (TP : LKK REF - CC6/QBE21005519/Aes3) on 21/04/2021

Dear Su Li,

Our GIA report is attached above.

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**Andrew Lim**

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[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](mailto:suli@lkkauto.com)>

**Sent:** Thursday, 6 May 2021 10:01 am

**To:** claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>

**Subject:** Direct Settlement - Accident Involving GBG 3865R (OI : QBE - TBA) AND FBS 4263H (TP : LKK REF - CC6/QBE21005519/Aes3) on 21/04/2021

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 FBS 4263H at M/s HUA MENG SPRAY PAINTING WORKSHOP on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 Asher.

***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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