

Mei Kwan (LKKAuto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Monday, 13 June, 2022 3:55 PM
To: Mei Kwan (LKKAuto); Asher Sng (LKKAuto); Robin Siow
Cc: Admin A; claims-singapore
Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Uea3q2) on 05/07/2021
Attachments: XD3478E.pdf

Hi Mei Kwan

Attached our insured report.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

[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.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 13 June 2022 2:51 pm
To: Jenny Toh <jenny.toh@qbe.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Robin Siow <robin.siow@qbe.com.my>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Uea3q2) on 05/07/2021

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.

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

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)

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 24 May, 2022 2:29 PM

To: Jenny Toh <jenny.toh@qbe.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Robin Siow <robin.siow@qbe.com.my>

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

Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Dear Sir / Madam,

We refer to the above matter.

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

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)

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: Jenny Toh <jenny.toh@qbe.com>

Sent: Tuesday, 5 April, 2022 4:48 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Robin Siow <robin.siow@qbe.com.my>

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

Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Hi Asher

Till date we unable to contact our insured, we forward to you once we get the report.

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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From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Tuesday, 5 April 2022 4:03 pm
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; Robin Siow <robin.siow@qbe.com.my>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

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'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

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

Insured have charged for careless driving.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: 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.

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Monday, 14 March 2022 12:08

To: Jenny Toh <jenny.toh@qbe.com>; Robin Siow <robin.siow@qbe.com.my>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Dear Sir / Madam,

We refer to the above matter.

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

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)

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, 15 February, 2022 9:55 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Dear Sir / Madam,

We refer to the above matter.

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

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)
Sent: Tuesday, 25 January 2022 3:46 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Dear Sir / Madam,

We refer to the above matter.

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

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 22 December 2021 7:48 PM

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

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

Subject: RE: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Dear Sir / Madam,

We refer to the above matter.

Attached here with PIR for your perusal.

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

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)

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From: Jenny Toh [<mailto:jenny.toh@qbe.com>]

Sent: Friday, November 26, 2021 9:17 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: VC014888 Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Dear Jaslin

Our insured had yet to report the accident.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

[Website](#)

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Winner of Insurance Asia Awards 2021 – Claims Initiative of the Year, Singapore
Insurance Business Asia List – Elite Women 2021, Asia
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Celebrating 130 years in Singapore, 1891 – 2021

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, 11 October 2021 7:16 pm

To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

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Dear Sir/Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, July 7, 2021 3:04 PM
To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving XD3478E (OI : QBE - TBA) AND SKS8950A (TP : LKK REF - CC6/QBE21007307/Ura3) on 05/07/2021

Dear Sir/Madam,

We refer to the above matter.

We have inspected TP vehicle SKS 8950A at M/s Fastech Auto Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:
- TP GIA report

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

We will get back to you on preliminary advice.

Meanwhile, kindly let us have a copy of your insured's GIA report and claim ref 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)

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