

SURVEY FOR SNA5157C / DOA: 12/08/2021 FWD VEH NO: FBL3129G

Venessa Chan - SGUser <venessa.chan@fwd.com>

Fri 8/13/2021 9:20 AM

To: 'admin-d@lkkauto.com' <'admin-d@lkkauto.com'; 'admin-a@lkkauto.com' <'admin-a@lkkauto.com'>

Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Elaine Cheong Mei Ling - SGUser <elaine.cheong@fwd.com>

 3 attachments (4 MB)

SNA5157C TP GIA.pdf; ESTIMATE.pdf; VIDEO-2021-08-12-15-26-22.mp4;

Hi LKK Team,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

Thank you.

Best Regards,

Venessa Chan
Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



Awarded by
FORRESTER®
Forrester's commissioned CX Index, Q4 2020



From: Venessa Chan - SGUser

Sent: Friday, 13 August 2021 9:15 am

To: Hui Yang Motor <hui_yang_motor@hotmail.com>

Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>

Subject: SURVEY FOR SNA5157C / DOA: 12/08/2021 FWD VEH NO: FBL3129G

Hi Bel,

Thank you for your selection of LKK Auto Consultants Pte Ltd.

We will proceed to assign survey.

Thank you.

Best Regards,

Venessa Chan
Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



Awarded by
FORRESTER[®]
Forrester's commissioned CX Index, Q4 2020



From: Hui Yang Motor <hui_yang_motor@hotmail.com>

Sent: Friday, 13 August 2021 9:11 am

To: Venessa Chan - SGUser <venessa.chan@fwd.com>

Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Elaine Cheong Mei Ling - SGUser <elaine.cheong@fwd.com>

Subject: [EXTERNAL] Re: SURVEY FOR SNA5157C / DOA: 12/08/2021 FWD VEH NO: FBL3129G

Importance: High

Dear Venessa,

Our choice of surveyor is LKK AUTO CONSULTANTS PTE LTD.

Thanks & Regards,

Bel

Tel: 64515752

From: Venessa Chan - SGUser <venessa.chan@fwd.com>
Sent: Thursday, August 12, 2021 6:06 PM
To: Hui Yang Motor <hui_yang_motor@hotmail.com>
Cc: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>; Elaine Cheong Mei Ling - SGUser <elaine.cheong@fwd.com>
Subject: SURVEY FOR SNA5157C / DOA: 12/08/2021 FWD VEH NO: FBL3129G

WITHOUT PREJUDICE

Dear Sir/Madam,

Refer to your email dated on 12.08.2021 of the PRI Notice of your client's vehicle **SNA5157C**;

Please find our panel surveyors as follows: -

1. INFINITI APPRAISAL SERVICE
2. AJAX INSPECTION SERVICES PTE LTD
3. RT APPRAISAL PTE LTD
4. LKK AUTO CONSULTANTS PTE LTD

If you are not agreeable to any of the above, we reserve our rights to request for pre-repair inspection of your client's vehicle.

We look forward to receiving your reply.

Thank you.

*Please note that contents of this email should not be construed as any admission of liability on the part of our insured and/ or insurers. We hereby maintain full reservation of rights and all defences available to us.

***Please note that we do not accept fax. Hence, please send in any correspondences related to Motor Claims via e-mail to motorclaims.sg@fwd.com.**

Best Regards,

Venessa Chan
Executive, Claims

FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



Awarded by
FORRESTER®
Forrester's commissioned CX Index, Q4 2020



From: Hui Yang Motor <hui_yang_motor@hotmail.com>
Sent: Thursday, 12 August 2021 4:45 pm
To: Motor Claims SG - SG Common <motorclaims.sg@fwd.com>
Subject: [EXTERNAL] SURVEY FOR SNA5157C / DOA: 12/08/2021
Importance: High

Dear Sir/Mdm,

Please refer to the attached Estimate then let us know when can we arrange for survey.

We will pass the surveyor a copy of the GIA report during survey.

Date of Accident: 12/08/2021

Our client's vehicle: SNA5157C

Your Insured vehicle: FBL3129G

Thanks & Regards,

Bel

Blk 176 Sin Ming Drive

#04-09 Sin Ming Autocare

Singapore 575721

[Tel:64515752](tel:64515752)

ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.

ATTENTION:

The email and any attachments transmitted with it are private and confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender immediately and delete this email and any attachments from your system. You should not use, disclose, copy or store this email and any attachments.

Messages and attachments are scanned for all viruses known. However, you are advised that you open any attachments at your own risk. If this message contains password-protected attachments, the files have NOT been scanned for viruses by our mail domain. Please always scan for viruses before opening any attachments.