

Mei Kwan (LKKAuto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Friday, 11 February, 2022 3:53 PM
To: Jaslin Kok (LKK Auto)
Cc: Admin A; claims-singapore
Subject: RE: VC014732 Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

Categories: HMK

Dear Jaslin

Proceed as per advised.

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 11 February 2022 9:52 am
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: VC014732 Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Dear Jenny

We refer to our mandate request on 17/1/2022.

Kindly let us have your approval / instruction.

"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: Monday, 17 January 2022 2:38 PM

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

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

Subject: RE: VC014732 Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLC 8683T (QBE) AND SGW 4128K (TP) ON 04/09/2021

We refer to the above matter.

We seek your approval to offer repairer "**MG SOLUTION PTE LTD**" at **\$ 5,187.45 (all-in)**.

The summary is as follows: -

.

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 7,932.40	\$ 4,280.00 (\$4,000.00 + 7% GST)
2. Loss of Rental (6 days x \$150.00)	\$ 900.00	\$ 900.00 (6 days x \$150.00)
3. Cost of Repair	\$ 7.45	\$ 7.45

Surveyor recommended 6 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

"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: Jenny Toh <jenny.toh@qbe.com>
Sent: Tuesday, 9 November 2021 11:54 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: VC014732 Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

Hi Mei Kwan

Please ignore the below email.

Attached the GIA report.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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



Winner of Insurance Asia Awards 2021 – Claims Initiative of the Year, Singapore
Insurance Business Asia List – Elite Women 2021, Asia
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

Celebrating 130 years in Singapore, 1891 - 2021

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: Jenny Toh

Sent: Tuesday, 9 November 2021 11:40 am

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

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

Dear Mei Kwan

Have checked our record vehicle no: SLC8683T not insured with QBE at the material time of the accident.

Please check and advise.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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



Winner of Insurance Asia Awards 2021 – Claims Initiative of the Year, Singapore
Insurance Business Asia List – Elite Women 2021, Asia
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

celebrating 130 years in Singapore, 1891 – 2021

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: Thursday, 30 September 2021 4:21 pm

To: claims-singapore <claims-singapore@qbe.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

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 let us have a copy of your insured's GIA report and claim ref 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)
Sent: Monday, September 20, 2021 4:01 PM
To: claims-singapore <claims-singapore@qbe.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; syaheeda.othman@qbe.com
Subject: RE: Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

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,

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)
Sent: Friday, September 10, 2021 4:34 PM
To: claims-singapore <claims-singapore@qbe.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; syaheeda.othman@qbe.com
Subject: RE: Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

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,

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: Wednesday, 8 September, 2021 1:59 PM
To: claims-singapore <claims-singapore@qbe.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; syaheeda.othman@qbe.com
Subject: Direct Settlement - Accident Involving SLC8683T (OI : QBE - TBA) AND SGW4128K (TP : LKK REF - CC6/QBE21009457/Ara3) on 04/09/2021

Dear Sir/Madam,

We refer to the above matter.

We have inspected TP vehicle SGW 4128K at M/s MG Solution 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 in due course.

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)

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.

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.