

Hsiao Tong (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Tuesday, 26 April 2022 12:00 PM
To: Mei Kwan (LKKAUTO)
Cc: claims-singapore; Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Mei Kwan

Ok, proceed as per advice.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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SBR Management Excellence Awards 2021 – Innovator of the Year & Team of the Year – General Insurance, Singapore
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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: Tuesday, 26 April 2022 11:17 am
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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 the below email.

Kindly let us have your approval / instruction.

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, 20 April, 2022 11:29 AM

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

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Jenny,

Thank you for your approval.

Please note that the total for the mandate should be at **\$ 2,467.49** (all-in) instead of \$ 2,401.49 (all-in).

The summary is as follows: -

☐	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 25,800.00	\$ 1,800.00
2. Loss of Rental (18 days x \$66.00)	\$ 1,188.00	\$ 660.00 (10 days x \$66.00)
3. Cost of Repair	\$ 7.49	\$ 7.49
TOTAL	\$ 26,995.49	\$ 2,467.49

Surveyor recommended 7 days for repair + 1 Sunday + 2 PRS =10 DAYS

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

Sent: Tuesday, April 19, 2022 4:43 PM

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

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Mei Kwan

Kindly proceed as per advise.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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

Sent: Tuesday, 19 April 2022 3:41 pm

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

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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Dear Jenny,

We refer to the above matter.

Please refer to the attached email and let us have your approval / instruction.

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: Tuesday, April 19, 2022 2:13 PM

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

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

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Hi Jaslin

Have this claim been resolved? Kindly let us have a copy of the survey report.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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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: Thursday, 10 February 2022 3:21 pm

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

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

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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Dear Jenny

We are currently pending TP LOD to seek mandate.

"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

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Thursday, 10 February 2022 2:51 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Jaslin

Kindly let us have the update for this claim?

Claim still outstanding.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, 5 January 2022 3:10 pm
To: Jenny Toh <jenny.toh@qbe.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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WITHOUT PREJUDICE

Dear Jenny

We are currently preparing our report to seek mandate.

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: Wednesday, 5 January 2022 3:03 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Su Li

Can kindly expedite for this claim?

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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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 <jenny.toh@qbe.com>

Sent: Wednesday, 24 November 2021 10:56 am

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Hi Su Li

Attached the claim form as per request.

Jenny Toh

Senior Assistant

Claims | Asia

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+65 64771225



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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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 24 November 2021 9:34 am

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

Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: Re: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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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.

****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

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, November 17, 2021 6:40 PM

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

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

Subject: Re: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Resend.

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.

**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

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

Sent: Tuesday, October 12, 2021 7:52 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>

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

Subject: VC014803 Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Dear Su Li

We refer to your below email.

LKK Auto no longer our panel workshop all third party claim will not allow to handle at your end.

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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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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, 12 October 2021 9:10 am

To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: Re: Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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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.

***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

From: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Sent: Friday, October 8, 2021 9:13 AM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: FW: Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

Hi Jenny,

Please assist,

Syaheeda othman

Manager

Claims | Asia

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

+65 6477 1130 | +65 9233 6977

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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

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Friday, 8 October 2021 9:06 am
To: claims-singapore <claims-singapore@qbe.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Subject: Direct Settlement - Accident Involving YP 1471L (OI : QBE - TBA) AND SHC 4657T (TP : LKK REF - CC3/QBE21010320/R1rs3) on 01/10/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 4657T at M/s SMRT AUTOMOTIVE SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**
- **TP estimated cost of repair (Incomplete)**

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 Jaslin.

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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