

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 29 April 2022 2:47 PM
To: WONG JOSEPHINE; Admin-D (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330 Our ref: M11D13992111

Dear Josephine,

Sorry for the late reply.

According to our surveyor, as reflected in the survey report, the damages sustained by the third party vehicle is relatively minor.

Bumper, front grille, bonnet, HID headlamp contributed to the bulk of the repair cost.

However, what makes the repair cost substantial is the individual pricing of the damaged items, which we have checked and verified to be correct from local parts supplier.

For example, the High Intensity Discharge (HID) headlamp cost more than \$3000.00.

The individual pricing of the damaged items and the photos depicting the damages are enclosed in the survey report.

Please do not hesitate to inform us if there are further enquiries.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Sent: Thursday, 28 April 2022 5:54 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: FW: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330 Our ref: M11D13992111

3rd reminder

Dear Shiau Chan

We did not hear anything from you .

Kindly refer to below email and advise on the part replacement as we have received third party's claim .

Notice

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Josephine Wong

Executive
Claims

United Overseas Insurance Limited

146 Robinson Road, #02-01, UOI Building, Singapore 068909

Main • (65) 6222 7733 | DID • (65) 6490 9329 | Fax • (65) 6327 3872 | Email • josephinewong@uoi.com.sg

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From: WONG JOSEPHINE

Sent: Wednesday, March 30, 2022 1:30 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330 Our ref: M11D13992111

Hi Shiau Chan

Policyholder has voiced out that TPV COR is high in their claim towards him.

We have not received your survey report yet .

Can check with your surveyor as accident happened when OI opened door hit TP only ?

Still waiting for your reply. Thanks

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Josephine Wong

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From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, March 25, 2022 10:35 AM

To: WONG JOSEPHINE <josephinewong@uoi.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330 Our ref: M11D13992111

CAUTION: This email originated from outside of the organization. **Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear Josephine,

Thank you for the email.

We will refer the below matter to our surveyor.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Sent: Friday, 25 March 2022 10:04 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: FW: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330 Our ref: M11D13992111

Dear Summer

Policyholder has called and check as we have notified him on third party's claim.

I have not received soft copy of the survey report yet but PH checking damage is slight but TP COR is \$5,136.

Accident circumstance OI opened door and hit TPV.

Can check with your surveyor and advise on which parts to replace accordingly ?

Kindly revert. Thanks

Notice

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Josephine Wong

Executive
Claims



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From: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, October 25, 2021 4:41 PM

To: LEE KATIE <katielee@uoi.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: WONG JOSEPHINE <josephinewong@uoi.com.sg>

Subject: RE: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 26-10-21.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Monday, 25 October, 2021 4:28 PM

To: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Xin Hua <xinhuaworkshop@gmail.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>; Xin Hua <xinhuaworkshop1@gmail.com>

Subject: RE: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330

Dear Katie,

Thank you for the assignment.

Dear Assignment Team,

FYNA.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: LEE KATIE <katielee@uoi.com.sg>
Sent: Monday, 25 October 2021 3:53 pm
To: SUR <sur@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Xin Hua <xinhuaworkshop@gmail.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>; Xin Hua <xinhuaworkshop1@gmail.com>
Subject: RE: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330

Dear All,

Kindly carry out the PRI for vehicle SLQ2177D and acknowledge receipt.

Notice

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

Katie Lee

Senior Manager
Claims



United Overseas Insurance Limited

146 Robinson Road, #02-01, UOI Building, Singapore 068909

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From: Xin Hua <xinhuaworkshop1@gmail.com>
Sent: Monday, 25 October 2021 1:43 PM
To: LEE KATIE <katielee@uoi.com.sg>
Cc: Xin Hua <xinhuaworkshop@gmail.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: Re: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330

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Dear Katie,

We would like to propose LKK to conduct the pre repair inspection for direct settlement .

Thank you.

Regards,
Allan
87867171

On Mon, 25 Oct 2021 at 13:16, LEE KATIE <katielee@uoi.com.sg> wrote:

WITHOUT PREJUDICE

Dear Allan,

We propose to appoint Autoprobe Consultant as SJE for this case.

Please revert.

[Notice](#)

Due to the COVID-19 situation, most of our staff are working from home. While we remain committed to serving you, there may be delay in our customer services. We thank you for your kind understanding under such challenging circumstances.

Regards,

Katie Lee

Senior Manager

Claims



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From: Xin Hua <xinhuaworkshop1@gmail.com>

Sent: Monday, 25 October 2021 12:56 PM

To: CORPORATE SERVICES <contactus@uoi.com.sg>; LEE KATIE <katielee@uoi.com.sg>

Cc: Xin Hua <xinhuaworkshop@gmail.com>

Subject: ACCIDENT INVOLVING SLQ2177D & GBE361H at EAST COAST CAR PARK D5 ON 22.10.2021/ 2330

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To the officer in charge,

We are appointed workshop bearing the car plates SLQ2177D ,accident happened due to the collision by your insured GBE361H .

Kindly help to arrange for PRI at the following address:

Xinhua workshop

Reg:201838521G

No 23,kaki bukit ave 4,

#04-01(south wing)

S(415933)

Regards,

ALLAN

87867171

Do not open these types of files - unless you were expecting them -- because this files may contain malicious code and knowing the sender isn't a guarantee of safety.