

## Hui Zhen (LKK Auto)

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**From:** WONG JOSEPHINE <josephinewong@uoi.com.sg>  
**Sent:** Monday, 29 November 2021 5:30 PM  
**To:** Hui Zhen (LKK Auto); Admin-D (LKKAuto); SUR; assignments  
**Cc:** LEE KATIE  
**Subject:** RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

Without Prejudice

Dear Hui Zhen

Sorry for late reply .

Kindly proceed with OD repair . Thanks

### 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](mailto:josephinewong@uoi.com.sg)

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**From:** Hui Zhen (LKK Auto) <huizhen@lkkauto.com>  
**Sent:** Monday, November 29, 2021 9:37 AM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** LEE KATIE <katielee@uoi.com.sg>  
**Subject:** RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

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,

Any updates on authorisation?

Best Regards,

**Hui Zhen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Hui Zhen (LKK Auto)

**Sent:** Thursday, 25 November 2021 11:10 AM

**To:** Admin-D (LKKAuto); 'WONG JOSEPHINE'; SUR; assignments

**Cc:** 'LEE KATIE'

**Subject:** RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

Dear Josephine,

Enclosed herewith preliminary advice for YQ 2231B.

We have not authorise repair.

Kindly let us have your approval and provide us claim number.

Best Regards,

**Hui Zhen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 23 November 2021 5:40 PM

**To:** 'WONG JOSEPHINE'; SUR; assignments

**Cc:** 'LEE KATIE'

**Subject:** RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 24-11-21.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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.

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**From:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>

**Sent:** Tuesday, 23 November, 2021 5:20 PM

**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>; LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Subject:** FW: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

Without Prejudice

Dear LKK

Kindly assist to survey own damage's vehicle .

Details of survey as email below . Thanks

OD Excess is \$1,000.

Password: UOI54321

[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



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**From:** Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>

**Sent:** Tuesday, November 23, 2021 4:50 PM

**To:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>

**Cc:** Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>

**Subject:** RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

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Dear Ms Josephine

Enclose is our estimate for your necessary action.

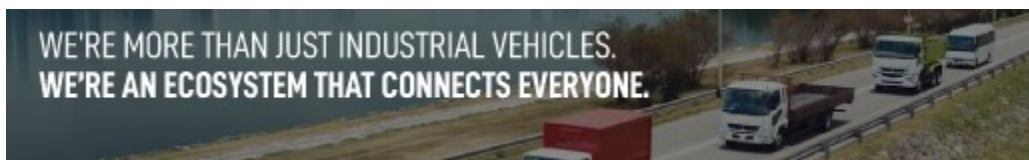
Best Regards



**Hasrianah Binte Hassan | Assistant, Motor Claims Admin**  
Goldbell Engineering Pte Ltd

t: | m: +65 9739 6452 | f: | w: [www.goldbell.com.sg](http://www.goldbell.com.sg)

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**From:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>

**Sent:** Tuesday, 23 November 2021 4:45 PM

**To:** Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>

**Subject:** FW: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

Dear Hassan

Can forward OD estimate first before arrange survey ?

[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



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**From:** Hasrianah Binte Hassan <[Hasrianah@goldbell.com.sg](mailto:Hasrianah@goldbell.com.sg)>

**Sent:** Tuesday, November 23, 2021 3:45 PM

**To:** WONG JOSEPHINE <[josephinewong@uoi.com.sg](mailto:josephinewong@uoi.com.sg)>

**Cc:** Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Liew Si Ming <[LiewSiMing@goldbell.com.sg](mailto:LiewSiMing@goldbell.com.sg)>

**Subject:** YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit

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Dear Officer-in-Charge,

Your insured, **X-TEAM LOGISTICS PTE LTD**, was involved in an accident and would like us to handle his vehicle **YQ2231B** OD claim and repairs.

We are seeking your surveyor attendance at **GOLDBELL TUAS** to view the damages.

Kindly contact our Motor Claims Officer Ms. Hasrianah for survey arrangement as vehicle is already in our premises.

Address:

**Goldbell Engineering Pte Ltd (TUAS)**

10 Tuas Avenue 18

Singapore 638894



**Hasrianah Binte Hassan | Assistant, Motor Claims Admin**

Goldbell Engineering Pte Ltd

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