

Shiau Chan (LKKAuto)

From: LEE KATIE <katielee@uoi.com.sg>
Sent: Monday, 28 February 2022 2:14 PM
To: Shiau Chan (LKKAuto)
Cc: SUR; WONG JOSEPHINE
Subject: RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit Our ref: M11D14172112

Dear Shiau Chan,

Thanks for your call. Please proceed to finalise the repair costs as recommended.

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
Main • (65) 6222 7733 | DID • (65) 6490 9318 | Fax • (65) 6327 3872 | Email • katielee@uoi.com.sg

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From: LEE KATIE
Sent: Monday, 28 February 2022 2:07 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>
Subject: RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit
Our ref: M11D14172112

Dear Shiau Chan,

Why is this vehicle still under repair for so long ?

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
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From: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Monday, 28 February 2022 10:25 AM

To: LEE KATIE <katielee@uoi.com.sg>

Cc: SUR <sur@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>

Subject: RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit
Our ref: M11D14172112

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 Katie,

Enclosed herewith 5th preliminary advice of YQ 2231B.
Kindly approve on repair cost at \$42,207.34 inclusive of check items.

Best Regards,

Shiao 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: LEE KATIE <katielee@uoi.com.sg>

Sent: Thursday, 3 February 2022 5:11 PM

To: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; WONG JOSEPHINE <josephinewong@uoi.com.sg>

Subject: RE: YQ2231B Own Damage Claim; Date of Accident 18 Nov 2021 at/along before Jurong Town Hall Road Exit
Our ref: M11D14172112

Dear Shiau Chan,

Please proceed.

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

Sent: Thursday, 3 February 2022 3:01 PM

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

Cc: SUR <sur@lkkauto.com>; 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
Our ref: M11D14172112

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,

Enclosed herewith 4th preliminary advice of YQ 2231B.

Kindly approve on supplementary and provide us the claim reference.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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

Sent: Monday, 10 January 2022 10:53 AM

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

Cc: SUR <sur@lkkauto.com>; 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
Our ref: M11D14172112

Dear Josephine,

Noted with thanks.

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: Monday, 10 January 2022 10:48 AM

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

Cc: SUR <sur@lkkauto.com>; 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
Our ref: M11D14172112

Without Prejudice

Dear Shiau Chan

Yes. Kindly proceed with further supplementary items .

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



United Overseas Insurance Limited

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

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From: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: Thursday, January 6, 2022 4:32 PM

To: LEE KATIE <katielee@uoi.com.sg>; WONG JOSEPHINE <josephinewong@uoi.com.sg>

Cc: SUR <sur@lkkauto.com>

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 Katie/Josephine,

Enclosed 3rd preliminary advice of YQ 2231B.

Kindly approve on supplementary.

Best Regards,

Shiao 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: LEE KATIE <katielee@uoi.com.sg>

Sent: Friday, 3 December 2021 11:35 AM

To: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>

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

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

Dear Hui Zhen,

Please proceed.

[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: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>

Sent: Friday, 3 December 2021 10:26 AM

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

Enclosed herewith preliminary advice for YQ 2231B.

Kindly approve on supplementary.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: WONG JOSEPHINE [<mailto: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



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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

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Dear Josephine,

Any updates on authorisation?

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

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

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 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

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

To: 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: Hasrianah Binte Hassan <Hasrianah@goldbell.com.sg>; LEE KATIE <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>

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

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

Cc: Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Liew Si Ming <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.

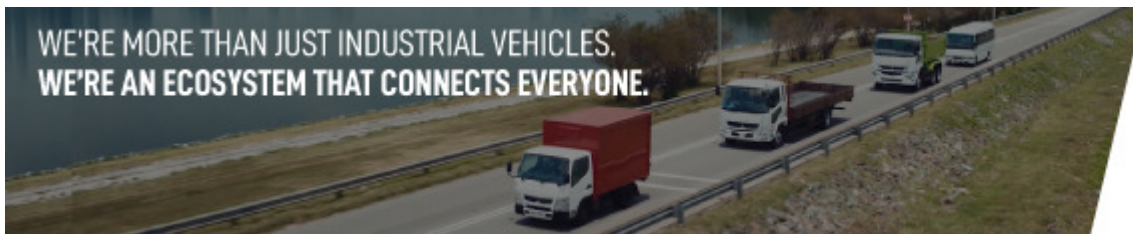
Best Regards



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

t: | m: +65 9739 6452 | f: | w: www.goldbell.com.sg

Distribution | Leasing | Financial Services | Tech-enabled Core | Venture Build | Investments | Accelerator



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

Sent: Tuesday, 23 November 2021 4:45 PM

To: Hasrianah Binte Hassan <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
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From: Hasrianah Binte Hassan <Hasrianah@goldbell.com.sg>

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

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

Cc: Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Liew Si Ming <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

t: | m: +65 9739 6452 | f: | w: www.goldbell.com.sg

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