

Veron Chen (LKKAUTO)

From: Claire Chin Jia En <claire.chin@merimen.com>
Sent: Wednesday, 14 September 2022 9:47 AM
To: Veron Chen (LKKAUTO)
Cc: mary@merimen.com; sg-support@merimen.com
Subject: Re: [SG] Feedback # 12935 from LKK Auto Consultants Pte Ltd (HQ)

Dear Veron,

Our team has checked and found that there is indeed no archived and active case of Vehicle Reg. No. SMR460G with estimates of \$10294.80 submitted by repairer Munich Autocare. The 3 cases in system (2 main cases, 1 supp case) are as follows:

- 1) Case created on 16/08 by insurer
- 2) Case created on 8/09 by repairer with suppl case created on 9/09

Referring to the 1st case created on 16/08 by insurer, the missing 1st estimates reported could be estimates that were previously created by your side. From the audit trail, a mandate of \$5987.60 was requested which was then approved by the insurer. However, upon transferring the case online to the repairer, the previous estimates created would be deleted and the repairer would have to submit estimates again for approval. We will further investigate whether there is a need to enhance to not delete the previous estimates when transferring claim case created by insurer to repairer online.

Hope this clarifies. Do let us know if you have any further queries.

Thank you.

Best Regards,

Chin Jia En (Claire) | T : +65 6224 0010 | DID : +65 63114957 | W : fermion.io | **Fermion Merimen** | *The Insurance Ecosystem Builders*

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On Fri, Sep 9, 2022 at 10:02 AM <mary@merimen.com> wrote:

Hi Veron

Thank you for your email.

Our support team will take a look and get back to you soon.

Thanks

Regards,

Mary

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Friday, September 9, 2022 9:53 AM
To: mary@merimen.com
Cc: sg-support@merimen.com
Subject: RE: [SG] Feedback # 12935 from LKK Auto Consultants Pte Ltd (HQ)

Dear Mary,

I can't find the 1st estimate.

Kindly assist.

I try to send back to repairer as stated below.

THE REPAIRER HAS NOT SUBM

If you wish to work on the report, cont

You can authorize repairer s

23.9 days have passed

Click **Force Submission** to authorize an immedi

Claim Audit

Activity Log

Documents

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted
Main	08 Aug 2022		16 Aug 2022 12:09		Last:IA 25 Aug 2022 14:07

Main

Reference

CLAIM SUBFOLDER DETAILS

Insured: **BIS MOTORING PTE LTD** , Co. Reg. No. : 201735055D

Vehicle Reg. No.: **SMR460G**

According to repairer , they have re-key the estimate became A New Assignment to insurance.

...CLAIM SUBFOLDE

Claim Audit

Activity Log

Docum

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted
Main	08 Sep 2022 15:17 Sendback Est	08 Sep 2022 16:47 S\$ 10,294.80	09 Sep 2022 09:12 Assign		

Main

Reference

CLAIM SUBFOLDER DETAILS

Insured: **BIS MOTORING PTE LTD** , Co. Reg. No. : 201735055D

Best Regards,

Veron Chen | 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: mary@merimen.com <mary@merimen.com>
Sent: Thursday, 25 August 2022 3:22 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: sg-support@merimen.com
Subject: RE: [SG] Feedback # 12935 from LKK Auto Consultants Pte Ltd (HQ)

Dear Veron,

From Audit Trail of the case, the repairer submitted estimates on 24th August at 5:02PM which should be available under the Claim Subfolder Tracking >> Est. Submitted (refer sample screen below). The estimates submitted will also be reflected on 'Save & Adjust Estimates' screen.

...CLAIM SUBFOLDER...(Pending for Survey Report)

Claim Audit	Activity Log	Documents	Review	Reassign Case	Send RI/Rpt for Repair		
Seek Mandate from Insurer	Edit Adjuster Rpt >>						
CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	25 Aug 2022 14:54	25 Aug 2022 14:55 Sendback Est S\$ 6,886.00	25 Aug 2022 15:03 Edit Adj Rpt				Pending for Survey Report Cancel Case

Do let us know if the estimates still cannot be found.

Thanks

Regards,

Mary

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From: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Thursday, August 25, 2022 2:40 PM
To: sg-support@merimen.com
Subject: [SG] Feedback # 12935 from LKK Auto Consultants Pte Ltd (HQ)

Feedback ID : **12935** ... [\[Link\]](#)
Date : **25/08/2022 14:23**
Sent By : **VERON CHEN** (VERONCHEN)
Company : **LKK Auto Consultants Pte Ltd (HQ)**... Tel:6256-3561

Dear Sir, Would like to check why vehicle SMR 460G 1st estimate submitted by repairer is missing? Thanks Veron Chen

This is an auto-generated email. Do not reply to this email.