

## Veron Chen (LKKAUTO)

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**From:** Naz (LKKAUTO)  
**Sent:** Tuesday, 15 November 2022 5:45 PM  
**To:** katielee@uoi.com.sg  
**Cc:** Veron Chen (LKKAUTO); Bryan Ang (LKKAUTO); SUR  
**Subject:** Re: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire / M11D00052210

Dear Ms Lee,

I have performed the vehicle inspection and interviewed the mechanic at Guan Lee Seng. From my preliminary investigation, the Insured Vehicle was towed to the workshop. Mr Tan, the mechanic at Guan Lee Seng, informed me that there is a fault code. It appears that there was an issue with the air hose of the Insured Vehicle. He was in the midst of testing the Insured Vehicle near the vicinity of the workshop after replacing the air hose when the fire broke out.

I have reached out to Aver Asia to speak with their HR manager, Mr Edmund Cheok to request for the latest servicing records and also the issue with the vehicle from his driver. They have yet to get back to me. I am in the midst of writing my report. I will require more time to get all this information. I will email the report to you once it's done and my senior has reviewed it.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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**From:** Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>  
**Sent:** Friday, 28 October 2022 2:39 pm  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Naz (LKKAUTO) <Naz@lkkauto.com>  
**Subject:** RE: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire / M11D00052210

Naz

This new case assign to you. Nissan NV catch fire. Check any similarity with Ethoz those case.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)

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

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, 28 October 2022 7:53 am  
**To:** katielee@uoi.com.sg; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>; Investigation <investigation@lkkauto.com>

**Cc:** SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** FW: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire / M11D00052210

Dear Investigation Team,

Kindly assist- CS4/UOI22010525/Evy3

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)

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**From:** LEE KATIE <katielee@uoi.com.sg>

**Sent:** Thursday, 27 October 2022 3:32 PM

**To:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>

**Cc:** assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire / M11D00052210

Dear Veron,

Thanks for your advice.

Please revert to us on the cause of fire soonest possible.

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](mailto:katielee@uoi.com.sg)

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Thursday, 27 October 2022 3:17 pm

**To:** LEE KATIE <katielee@uoi.com.sg>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>

**Cc:** assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire / M11D00052210

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Dear Katie,

Enclosed preliminary revised of vehicle GBG 499J

Date of survey: 26/10/2022

**Vehicle recommended Total Loss**

**We have Not authorise repair.**

**Pending investigation.**

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)

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Wednesday, 26 October 2022 2:38 PM

**To:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

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

**Subject:** RE: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire / M11D00052210

Dear Meng Yan,

Please take note of our claim reference.

Attached a copy of the vehicle's last maintenance record for your perusal.

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](mailto:katielee@uoi.com.sg)

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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

**Sent:** Tuesday, 25 October 2022 3:51 pm

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire

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Dear Katie,

Thank your for the assignment.

Best Regards,

**Yan** | 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)

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>

**Sent:** Tuesday, 25 October 2022 3:48 PM

**To:** admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** FW: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD / Veh on fire

**Importance:** High

Dear LKK,

Please proceed to carry out survey of the insured vehicle which caught fire and advise us the cause of fire. The vehicle is currently at the following workshop :-

***Guan Lee Seng Motor  
3 Pioneer Road North #01-20, Singapore 628457  
Tel 62641181  
Contact: Ms Siew Ling  
Mon – Fri 9am to 6pm (no lunch hour to avoid)***

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](mailto:katielee@uoi.com.sg)

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**From:** United Insurance Agency Pte Ltd <[uiapl@singnet.com.sg](mailto:uiapl@singnet.com.sg)>  
**Sent:** Tuesday, 25 October 2022 2:18 pm  
**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>  
**Subject:** GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD

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Hi Katie

Please find the following as requested.

Thks & Regards

*Janice Lam*

United Insurance Agency Pte Ltd  
(Reg No. 198602429N)  
146 Robinson Road, #12-01  
UOI Building,  
Singapore 068909  
Tel : 62233933 Fax : 62225396

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Dear Janice

The said vehicle is now at our authorized workshop, kindly let the insurance inspector to inform Ms Siew Ling in advance before the visit:

***Guan Lee Seng Motor***  
***3 Pioneer Road North #01-20, Singapore 628457***  
***Tel 62641181***  
***Contact: Ms Siew Ling***  
***Mon – Fri 9am to 6pm (no lunch hour to avoid)***

Thank you.

Best regards,

**May Lee Seng Bee** | HR & General Affair  
**DID +65 6681 0638 | M +65 8322 7733**  
T +65 6861 5550 | F +65 6861 2142 | [www.averasia.com](http://www.averasia.com)  
Aver Asia (S) Pte Ltd | 14 Benoi Place Singapore 629953

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**From:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>  
**Sent:** Tuesday, 25 October 2022 11:57 AM  
**To:** United Insurance Agency Pte Ltd <[uiapl@singnet.com.sg](mailto:uiapl@singnet.com.sg)>  
**Subject:** RE: GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD

Dear Janice,

Please advise where is the vehicle now so that we may appoint surveyor to look into this claim. A

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](mailto:katielee@uoi.com.sg)

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**From:** United Insurance Agency Pte Ltd <[uiapl@singnet.com.sg](mailto:uiapl@singnet.com.sg)>

**Sent:** Tuesday, 25 October 2022 11:46 am

**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; TAN ANNIE <[annietan@uoi.com.sg](mailto:annietan@uoi.com.sg)>

**Subject:** GBG499J DOA 30 SEP 2022 - AVER ASIA (S) PTE LTD

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Dear Katie

Please find attachment as reported earlier 30-09-2022.

Thks & Regards

*Janice Lam*

United Insurance Agency Pte Ltd

(Reg No. 198602429N)

146 Robinson Road, #12-01

UOI Building,

Singapore 068909

Tel : 62233933 Fax : 62225396

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**From:** May Lee Seng Bee <[sb.lee@averasia.com](mailto:sb.lee@averasia.com)>

**Sent:** Tuesday, 25 October 2022 11:21 AM

**To:** United Insurance Agency Pte Ltd <[uiapl@singnet.com.sg](mailto:uiapl@singnet.com.sg)>

**Cc:** Edmund Cheok <[edmund.cheok@averasia.com](mailto:edmund.cheok@averasia.com)>; Chen Li Na <[lina.chen@averasia.com](mailto:lina.chen@averasia.com)>; Tam Chi Hui <[chihui.tam@averasia.com](mailto:chihui.tam@averasia.com)>; [philiptcp@hotmail.com](mailto:philiptcp@hotmail.com)

**Subject:** RE: GBG499J DOA 30 SEP 2022

Dear Janice

Attached amended, included "Guan Lee Seng Motor" under driver's particulars as advised.

Type of Accident..... Fire, explosion or lightning  
This is drop down list in GIA reporting, hence can't amend.

Thank you.

Best regards,

**May Lee Seng Bee** | HR & General Affair  
**DID +65 6681 0638 | M +65 8322 7733**  
T +65 6861 5550 | F +65 6861 2142 | [www.averasia.com](http://www.averasia.com)  
Aver Asia (S) Pte Ltd | 14 Benoi Place Singapore 629953



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**From:** May Lee Seng Bee  
**Sent:** Friday, 21 October 2022 4:27 pm  
**To:** United Insurance Agency Pte Ltd <[uiapl@singnet.com.sg](mailto:uiapl@singnet.com.sg)>  
**Cc:** Edmund Cheok <[edmund.cheok@averasia.com](mailto:edmund.cheok@averasia.com)>; Chen Li Na <[lina.chen@averasia.com](mailto:lina.chen@averasia.com)>; Tam Chi Hui <[chihui.tam@averasia.com](mailto:chihui.tam@averasia.com)>; [philiptcp@hotmail.com](mailto:philiptcp@hotmail.com)  
**Subject:** RE: GBG499J DOA 30 SEP 2022

Dear Janice

Attached GIA report from our workshop people (which is the driver during accident), please advise any other action required from us, as the policy holder.  
Thank you.

Best regards,

**May Lee Seng Bee** | HR & General Affair  
**DID +65 6681 0638 | M +65 8322 7733**  
T +65 6861 5550 | F +65 6861 2142 | [www.averasia.com](http://www.averasia.com)  
Aver Asia (S) Pte Ltd | 14 Benoi Place Singapore 629953



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**From:** United Insurance Agency Pte Ltd <[uiapl@singnet.com.sg](mailto:uiapl@singnet.com.sg)>  
**Sent:** Friday, 30 September 2022 4:33 pm  
**To:** May Lee Seng Bee <[sb.lee@averasia.com](mailto:sb.lee@averasia.com)>  
**Cc:** Edmund Cheok <[edmund.cheok@averasia.com](mailto:edmund.cheok@averasia.com)>; Chen Li Na <[lina.chen@averasia.com](mailto:lina.chen@averasia.com)>; Tam Chi Hui <[chihui.tam@averasia.com](mailto:chihui.tam@averasia.com)>  
**Subject:** GBG499J DOA 30 SEP 2022

Hi May

Are you able informed the workshop technician to **take some photos IMMEDIATELY.**

Thks & Regards

*Janice Lam*

United Insurance Agency Pte Ltd  
(Reg No. 198602429N)  
146 Robinson Road, #12-01  
UOI Building,  
Singapore 068909  
Tel : 62233933 Fax : 6225396

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**From:** May Lee Seng Bee <[sb.lee@averasia.com](mailto:sb.lee@averasia.com)>

**Sent:** Friday, 30 September 2022 4:28 PM

**To:** United Insurance Agency Pte Ltd <[uiapl@singnet.com.sg](mailto:uiapl@singnet.com.sg)>

**Cc:** Edmund Cheok <[edmund.cheok@averasia.com](mailto:edmund.cheok@averasia.com)>; Chen Li Na <[lina.chen@averasia.com](mailto:lina.chen@averasia.com)>; Tam Chi Hui <[chihui.tam@averasia.com](mailto:chihui.tam@averasia.com)>

**Subject:** GBG499J DOA 30 SEP 2022

Dear Janice

As spoken, the said vehicle was on fire just now, at Pioneer Road North traffic junction. Nobody is injured.

The driver will submit an accident report by Monday.

Thank you.

Best regards,

May Lee Seng Bee | HR & General Affair  
DID +65 6681 0638 | M +65 8322 7733  
T +65 6861 5550 | F +65 6861 2142 | [www.averasia.com](http://www.averasia.com)  
Aver Asia (S) Pte Ltd | 14 Benoi Place Singapore 629953

