

Xin Yu (LKK Auto)

From: LEE KATIE <katielee@uoi.com.sg>
Sent: Friday, December 2, 2022 5:00 PM
To: Xin Yu (LKK Auto)
Cc: SUR
Subject: RE: OWN DAMAGE CLAIM FOR SMH5353C / M12D00112212
Attachments: SMH 5353C Preliminary Advice.pdf; SMH 5353C Marked Estimate.pdf

Dear Xin Yu,

Please proceed to authorise repair upto S\$9,628.50. Policy excess S\$750 and our claim reference as per subject heading.

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: Xin Yu (LKK Auto) <xinyu@lkkauto.com>
Sent: Friday, 2 December 2022 12:50 pm
To: LEE KATIE <katielee@uoi.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMH5353C

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Dear Katie,

Please provide us the excess of SMH 5353C and your reference number for this claim.

Thanks and Warmest Regards,

Xin Yu | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | fax: 6256-4315 | email: XinYu@lkkauto.com

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

From: Xin Yu (LKK Auto) <xinyu@lkkauto.com>
Sent: Friday, December 2, 2022 12:25 PM
To: LEE KATIE <katielee@uoi.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMH5353C

Dear Katie,

Enclosed herewith preliminary advice SMH 5353C.

We have not authorise.

Part by Part repair. According to the repairer, there are no second-hand parts available.

Kindly let us have your approval.

Thanks and Warmest Regards,
Xin Yu | Case Handler
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | fax: 6256-4315 | email: XinYu@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Thursday, December 1, 2022 1:41 PM
To: LEE KATIE <katielee@uoi.com.sg>; SUR <sur@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMH5353C

Dear Katie,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,
Yan | 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)

-----Original Message-----

From: LEE KATIE <katielee@uoi.com.sg>
Sent: Thursday, 1 December 2022 1:35 PM
To: Pei Ying <peiying@smemotor.com.sg>
Cc: admin-d <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OWN DAMAGE CLAIM FOR SMH5353C
Importance: High

Dear Pei Ying,

We will re-assign LKK Auto Consultant to contact you.

Dear LKK Team,

Kindly acknowledge receipt of this new assignment.

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 UOI EMAIL DISCLAIMER Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOI nor any entity in the UOI Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOI or any entity in the UOI Group.

-----Original Message-----

From: LEE KATIE
Sent: Thursday, 1 December 2022 1:26 pm
To: 'Pei Ying' <peiying@smemotor.com.sg>
Cc: AutoProbe Admin <admin@autoprobe.com.sg>
Subject: RE: OWN DAMAGE CLAIM FOR SMH5353C
Importance: High

Dear Pei Ying,

Please note that Jenny Lew & Josephine Wong had already left UOI. Please email to claim@uoi.com.sg in all future cases.

We will appoint Autoprobe Consultants to contact you.

Aside to Mr Tay, kindly proceed with this new assignment.

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 UOI EMAIL DISCLAIMER Any person receiving this email and any attachment(s) contained, shall treat the information as confidential and not misuse, copy, disclose, distribute or retain the information in any way that amounts to a breach of confidentiality. If you are not the intended recipient, please delete all copies of this email from your computer system. As the integrity of this message cannot be guaranteed, neither UOI nor any entity in the UOI Group shall be responsible for the contents. Any opinion in this email may not necessarily represent the opinion of UOI or any entity in the UOI Group.

-----Original Message-----

From: Pei Ying <peiying@smemotor.com.sg>
Sent: Thursday, 1 December 2022 12:44 pm

To: LEE KATIE <katielee@uoi.com.sg>; Jenny Lew (UOI) <jennylew@uoi.com.sg>; Josephine Wong
<josephinewong@uoi.com.sg>

Subject: OWN DAMAGE CLAIM FOR SMH5353C

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Hi,

Forward all relevant documents to you. Kindly arrange your surveyor to inspect our client's vehicle.

Thanks

Best Regards,

Pei Ying