

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 27 August 2024 3:52 PM
To: 'Lim Teng Keat (Diplomat Parts)'; assignments
Cc: 'ECICS Claims'; 'Coco Lu Ting'; 'Vikneswaran Naidu Ayavoo'; 'Kevin Leong Wai Kit'
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

Dear Mr Lim,

As instructed by our client, please proceed to repair the insured vehicle **SMM 3167K on Lump Sum basis. (Excess \$1,000-).**

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights not to pay if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

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)
Sent: Monday, August 26, 2024 3:03 PM
To: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>; assignments <assignments@lkkauto.com>
Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

Dear Mr Lim,

Please be informed that we are pending our principal's approval. Once approve, we will send you an email.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

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: Rajes (LKK Auto) <rajes@lkkauto.com>
Sent: Monday, August 26, 2024 11:05 AM
To: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>; assignments <assignments@lkkauto.com>;
Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo
<vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>;
Crystabelle Tan Gek Peng <Crystabelle_Tan@ecics.com.sg>
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

Dear Lim Teng Keat,

Thank you for the email.

Dear Shiau Chan,

Kindly assist **CS/ICS24080390/Rqp3 (SMM 3167K)**

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>
Sent: Monday, August 26, 2024 8:39 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo
<vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>;
Crystabelle Tan Gek Peng <Crystabelle_Tan@ecics.com.sg>
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

Hi LKK,

Would like to follow up the authorisation to repair.

Thanks & Regards,

Lim Teng Keat
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339



From: Crystabelle Tan Gek Peng <Crystabelle_Tan@ecics.com.sg>
Sent: Friday, August 23, 2024 7:04 PM
To: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>
Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

This email was sent from outside of your organisation

Dear Teng Keat

Excess amended to \$1K.

Thanks.

Best regards

Crystabelle Tan

Senior Associate | Claims



Tel (65) DID: 6734 3710 ext 190

Email crystabelle_tan@ecics.com.sg Web www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>
Sent: Friday, August 23, 2024 9:18 AM
To: Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>; Crystabelle Tan Gek Peng <Crystabelle_Tan@ecics.com.sg>
Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

You don't often get email from tengkeat.lim@diplomatparts.com.sg. [Learn why this is important](#)

Dear Crystabelle,

The insured is asking why excess applied is \$1500 instead of \$1000 as per policy.

1. Index Mark and Registration Number of Vehicle: **SMM3167K**
2. Name of Policyholder: **CYCLE & CARRIAGE LEASING PTE. LTD.**
3. Period of Insurance (both dates inclusive): **29 Jun 2024** to **30 Jun 2025**
4. Persons or Classes of Persons entitled to drive
Any other person who is driving on the Policyholder's order or with his permission.
- Provided that the person driving is permitted in accordance with the licensing or other laws or regulations not disqualified by order of Court of Law or by reason of any enactment or regulations in that behalf:
5. Limitations as to use
Use for social, domestic and pleasure purposes and for the Policyholder's business. The Policy does not include racing, speed-making, reliability trial, speed-testing in connection with any trade or business or use for any purpose.
6. Excess Applicable:
- | | |
|--|-----------------------|
| Windscreen (Standard Vehicles) | SGD \$100.00 |
| Windscreen (EV >200kW and HPHV) | SGD \$300.00 |
| Section I – Standard Excess (Standard Vehicles/EV) | SGD \$1,000.00 |
| Section I – Standard Excess (HPHV) | SGD \$1,500.00 |

Thanks & Regards,

Lim Teng Keat
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
Tel : +65 6568 4504 • DID: +65 6568 4531 • Mobile: +65 9181 9978 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>
Sent: Thursday, August 22, 2024 10:23 AM
To: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>; Crystabelle Tan Gek Peng <Crystabelle_Tan@ecics.com.sg>
Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

Dear Crystabelle,

Estimate submitted in Merimen.

Thanks & Regards,

Lim Teng Keat
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
Tel : +65 6568 4504 • DID: +65 6568 4531 • Mobile: +65 9181 9978 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Lim Teng Keat

Sent: Wednesday, August 21, 2024 5:57 PM

To: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>; Crystabelle Tan Gek Peng <Crystabelle_Tan@ecics.com.sg>

Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

Dear Crystabelle,

Please find attached Rental Agreement.

Kindly advise if any other instruction and or surveyor assignment, car in workshop.

Thanks & Regards,

Lim Teng Keat
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens



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Tel : +65 6568 4504 • DID: +65 6568 4531 • Mobile: +65 9181 9978 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Lim Teng Keat (Diplomat Parts)

Sent: Wednesday, August 21, 2024 4:50 PM

To: 'Crystabelle Tan Gek Peng' <Crystabelle_Tan@ecics.com.sg>; Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>

Cc: ECICS Claims <claims@ecics.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

Dear Crystabelle,

Please find attached Amended GIA report, and Driver IC & DL.

Awaiting rental agreement from C&C Leasing.

Thanks & Regards,

Lim Teng Keat
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
Tel : +65 6568 4504 • DID: +65 6568 4531 • Mobile: +65 9181 9978 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Crystabelle Tan Gek Peng <Crystabelle_Tan@ecics.com.sg>
Sent: Wednesday, August 21, 2024 4:31 PM
To: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>
Cc: ECICS Claims <claims@ecics.com.sg>
Subject: RE: EL REF : DMCF2400043H/CT SMM3167K - ECICS OD

WITHOUT PREJUDICE

Dear Teng Keat

Please submit driving license and rental agreement.

Best regards

Crystabelle Tan

Senior Associate | Claims



Tel (65) DID: 6734 3710 ext 190

Email crystabelle_tan@ecics.com.sg Web www.ecics.com.sg

Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Lim Teng Keat (Diplomat Parts) <tengkeat.lim@diplomatparts.com.sg>
Sent: Wednesday, August 21, 2024 3:51 PM
To: ECICS Claims <claims@ecics.com.sg>
Cc: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Vikneswaran Naidu Ayavoo <vikneswarannaidu.ayavoo@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: SMM3167K - ECICS OD

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Dear ECICS,

Please find attached GIA report.

The amended GIA report will send to you shortly.

Claim registered in Merimen, car in workshop, may assign for PRS.

Thanks & Regards,

Lim Teng Keat
Customer Service Advisor
Claim Division Operation Body & Paint Centre
209 Pandan Gardens

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
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