

## Veron Chen (LKKAUTO)

---

**From:** Crystabelle Tan Gek Peng <Crystabelle\_Tan@ecics.com.sg>  
**Sent:** Thursday, 29 August 2024 5:04 PM  
**To:** Mohamed Nashik; ECICS Claims  
**Cc:** Joseph Low; Foo Song Jun; Jonathan Ng; Loong Ghien Yee; Ee Ying Yi (Michelle); Ling Ting An; Veron Chen (LKKAUTO); SUR  
**Subject:** RE: CHECK AUTHORISATION - ECICS OD Claim - SDS8110R (TOYOTA RAV4 2.0 PREMIUM), DOA: 16/08/2024

Dear Mohamed Nashik

Insured has loss of use benefits.

Best regards

**Crystabelle Tan**

Senior Associate | Claims



**Tel** (65) DID: 6734 3710 ext 190

**Email** [crystabelle\\_tan@ecics.com.sg](mailto:crystabelle_tan@ecics.com.sg) **Web** [www.ecics.com.sg](http://www.ecics.com.sg)

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

---

**From:** Mohamed Nashik <mohamed.nashik@ow.sg>  
**Sent:** Thursday, August 29, 2024 4:38 PM  
**To:** Crystabelle Tan Gek Peng <Crystabelle\_Tan@ecics.com.sg>; ECICS Claims <claims@ecics.com.sg>  
**Cc:** Joseph Low <joseph@ow.sg>; Foo Song Jun <songjun.foo@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: CHECK AUTHORISATION - ECICS OD Claim - SDS8110R (TOYOTA RAV4 2.0 PREMIUM), DOA: 16/08/2024

Dear Motor Claims Department,

Kindly advise does your insured has any loss of use benefits or courtesy car.

Thank you.

Best Regards,

**Mohamed Nashik (Mr.)**

Motor Claims Executive

D: (+65) 6481 1522 | F: (+65) 6481 1011

**OPTIMA//WERKZ™ PTE. LTD.**

**Head Office:** 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

**Service Centre:** 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

**Motor Insurance Claims Centre:** Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

**Optima Carz Leasing:** 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

**Tel:** (+65) 6255 1339

**Tel:** (+65) 6472 1313

**Tel:** (+65) 6481 1522

**Tel:** (+65) 6452 6868

[www.ow.sg](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://www.facebook.com/OptimaWerkz)

---

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

**Sent:** Wednesday, 28 August 2024 5:10 pm

**To:** Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>

**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Foo Song Jun <[songjun.foo@ow.sg](mailto:songjun.foo@ow.sg)>; Jonathan Ng <[jonathan.ng@ow.sg](mailto:jonathan.ng@ow.sg)>; Loong Ghien Yee <[ghienyee.loong@ow.sg](mailto:ghienyee.loong@ow.sg)>; Ee Ying Yi (Michelle) <[yingyi.ee@ow.sg](mailto:yingyi.ee@ow.sg)>

**Subject:** RE: CHECK AUTHORISATION - ECICS OD Claim - SDS8110R (TOYOTA RAV4 2.0 PREMIUM), DOA: 16/08/2024

Dear Ting An,

As instructed by our client , please proceed to repair the **insured vehicle SDS 8110R. (Excess \$1250).**

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.

Please provides parts invoice upon finalize

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

---

**From:** Crystabelle Tan Gek Peng <[Crystabelle\\_Tan@ecics.com.sg](mailto:Crystabelle_Tan@ecics.com.sg)>

**Sent:** Tuesday, August 27, 2024 11:29 AM

**To:** Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>; ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>

**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Foo Song Jun <[songjun.foo@ow.sg](mailto:songjun.foo@ow.sg)>; Jonathan Ng <[jonathan.ng@ow.sg](mailto:jonathan.ng@ow.sg)>; Loong Ghien Yee <[ghienyee.loong@ow.sg](mailto:ghienyee.loong@ow.sg)>; Ee Ying Yi (Michelle) <[yingyi.ee@ow.sg](mailto:yingyi.ee@ow.sg)>

**Subject:** RE: CHECK AUTHORISATION - ECICS OD Claim - SDS8110R (TOYOTA RAV4 2.0 PREMIUM), DOA: 16/08/2024

Dear Ting An

Refer to our telephone conversation yesterday.

Please finalize and liaise with surveyor.

Best regards

**Crystabelle Tan**



Tel (65) DID: 6734 3710 ext 190

Email [crystabelle\\_tan@ecics.com.sg](mailto:crystabelle_tan@ecics.com.sg) Web [www.ecics.com.sg](http://www.ecics.com.sg)

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

---

**From:** Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>

**Sent:** Tuesday, August 27, 2024 10:25 AM

**To:** ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>; Crystabelle Tan Gek Peng <[Crystabelle.Tan@ecics.com.sg](mailto:Crystabelle.Tan@ecics.com.sg)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Foo Song Jun <[songjun.foo@ow.sg](mailto:songjun.foo@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Jonathan Ng <[jonathan.ng@ow.sg](mailto:jonathan.ng@ow.sg)>; Loong Ghien Yee <[ghienyee.loong@ow.sg](mailto:ghienyee.loong@ow.sg)>; Ee Ying Yi (Michelle) <[yingyi.ee@ow.sg](mailto:yingyi.ee@ow.sg)>

**Subject:** RE: CHECK AUTHORISATION - ECICS OD Claim - SDS8110R (TOYOTA RAV4 2.0 PREMIUM), DOA: 16/08/2024

Dear Motor Claims Department,

Enclosed marked estimate for your perusal.  
Vehicle was surveyed by LKK Kenneth today.  
Kindly let us have the authorisation.

Thank you.

Best Regards,

**Mohamed Nashik (Mr.)**

Motor Claims Executive

D: (+65) 6481 1522 | F: (+65) 6481 1011

**OPT/MA//ERKZ™ PTE. LTD.**

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339

Tel: (+65) 6472 1313

Tel: (+65) 6481 1522

Tel: (+65) 6452 6868

[www.ow.sg](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://www.facebook.com/OptimaWerkz)

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

---

**From:** Mohamed Nashik

**Sent:** Monday, August 26, 2024 9:22 AM

**To:** [claims@ecics.com.sg](mailto:claims@ecics.com.sg); [motorsurvey@ecics.com.sg](mailto:motorsurvey@ecics.com.sg)

**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Foo Song Jun <[songjun.foo@ow.sg](mailto:songjun.foo@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Jonathan Ng <[jonathan.ng@ow.sg](mailto:jonathan.ng@ow.sg)>; Loong Ghien Yee <[ghienyee.loong@ow.sg](mailto:ghienyee.loong@ow.sg)>; Ee Ying Yi <[yingyi.ee@ow.sg](mailto:yingyi.ee@ow.sg)>

**Subject:** RE: ECICS OD Claim - SDS8110R (TOYOTA RAV4 2.0 PREMIUM), DOA: 16/08/2024

Dear Motor Claims Department,

Any updates on the PRI for this case?

Thank you.

Best Regards,

**Mohamed Nashik (Mr.)**

Motor Claims Executive

D: (+65) 6481 1522 | F: (+65) 6481 1011

**OPT/MA//ERKZ™ PTE. LTD.**

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339

Tel: (+65) 6472 1313

Tel: (+65) 6481 1522

Tel: (+65) 6452 6868

[www.ow.sg](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://www.facebook.com/OptimaWerkz)

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

---

**From:** Mohamed Nashik

**Sent:** Friday, August 23, 2024 10:28 AM

**To:** [claims@ecics.com.sg](mailto:claims@ecics.com.sg); [motorsurvey@ecics.com.sg](mailto:motorsurvey@ecics.com.sg)

**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Foo Song Jun <[songjun.foo@ow.sg](mailto:songjun.foo@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Jonathan Ng <[jonathan.ng@ow.sg](mailto:jonathan.ng@ow.sg)>; Loong Ghien Yee <[ghienyee.loong@ow.sg](mailto:ghienyee.loong@ow.sg)>; Ee Ying Yi <[yingyi.ee@ow.sg](mailto:yingyi.ee@ow.sg)>

**Subject:** ECICS OD Claim - SDS8110R (TOYOTA RAV4 2.0 PREMIUM), DOA: 16/08/2024

Dear Motor Claims Department,

Enclosed documents for your perusal.

Please arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

**\*Vehicle is not in the workshop.**

**\*Merimen Submitted**

Thank you.

Best Regards,

**Mohamed Nashik (Mr.)**

Motor Claims Executive

D: (+65) 6481 1522 | F: (+65) 6481 1011

**OPT/MA//ERKZ™ PTE. LTD.**

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339

Tel: (+65) 6472 1313

Tel: (+65) 6481 1522

Tel: (+65) 6452 6868

[www.ow.sg](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://www.facebook.com/OptimaWerkz)

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, you must not copy, distribute or use it for any purpose, nor disclose its contents to any other person.

Please notify the sender if you receive this email in error, and delete the email and its content immediately after which.

---

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.

---

This message may contain privileged and confidential information and is only intended for use by the addressee. No representation, warranty, guarantee or undertaking expressed or implied is made by ECICS Limited; as to the fairness, accuracy or completeness of any information, projections or opinions contained in this message. Any unauthorized disclosure, use or dissemination either in whole or in part is prohibited. If you are not the addressee indicated in his message (or responsible for delivery of

---

the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email. Opinions contained herein are the personal opinions of the sender and do not necessarily represent the views of ECICS Limited.