

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 4 September 2024 3:35 PM
To: Allen (Ding Auto - Sin Ming Branch)
Cc: SUR; Marcus Lee (Ding Auto - Sin Ming Branch); Kenneth Ding; Lynn Yap (Ding Auto; Celine Chua (Ding Auto - Sin Ming Branch; Joyce (Ding Auto - Carros Branch; Alex Loh (Ding Auto Sin Ming Branch
Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL
Attachments: SKW5277J undertaking letter.pdf

Dear Allen,

As instructed by our client, please proceed to repair the insured vehicle **SKW 5277J** at repair cost not more than **\$10,000.00 on lump sum basis. (Excess WAIVED).**

Kindly sign & cop the undertaking letter as attached and send it back to us.

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: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>
Sent: Wednesday, 4 September 2024 11:41 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto <Claims@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch <accounts@dingauto.sg>; Joyce (Ding Auto - Carros Branch <admin.carros@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch <smclaims@dingauto.sg>
Subject: Re: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

Dear Shiau Chan,

We agreed for the 10k offer repair, thnks.

Best Regards,

Allen

Claims Department (Sin Ming Branch)

Mobile +65 9689 0390 **Office** +65 6452 1208

Web www.dingauto.sg **Email** reporting@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Wed, Sep 4, 2024 at 10:46 AM Shiau Chan (LKKAuto) <siewsc@lkkauto.com> wrote:

Dear Allen,

As spoken with you.

Kindly check whether your workshop able to undertake repair at lump sum \$10,000 + gst 9% with following conditions:

1. No supplementary parts
2. Repair back to pre-accident condition and ensure it is road worthy after repair.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, 4 September 2024 10:17 AM
To: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto <Claims@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch <accounts@dingauto.sg>; Joyce (Ding Auto - Carros Branch <admin.carros@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch <smclaims@dingauto.sg>
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Dear Allen,

Not yet. We still pending for 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: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>
Sent: Wednesday, 4 September 2024 9:55 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto <Claims@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch <accounts@dingauto.sg>; Joyce (Ding Auto - Carros Branch <admin.carros@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch <smclaims@dingauto.sg>
Subject: Re: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

Dear Shiau Chan,

Good day to you.

Any updates for the previous e-mail?

Best Regards,

Allen

Claims Department (Sin Ming Branch)

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On Tue, Sep 3, 2024 at 7:43 AM Veron Chen (LKKAUTO) <veronchen@lkkauto.com> wrote:

Dear Allen,

This case is under care of Shiau Chan, she'll revert to you in due course.

Dear Shaiu Chan,

Kindly assist--CS/CTI24080491/Kqh3e2 (SKW 5277J)

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

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: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>

Sent: Monday, September 2, 2024 6:24 PM

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

Cc: Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; SUR <sur@lkkauto.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto <Claims@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch <accounts@dingauto.sg>; Joyce (Ding Auto - Carros Branch <admin.carros@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch <smclaims@dingauto.sg>

Subject: Re: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

Dear Veron,

We would like to check for any updates regarding the previous e-mail.

Best Regards,

Allen

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Web www.dingauto.sg **Email** reporting@dingauto.sg

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On Fri, Aug 30, 2024 at 1:56 PM Veron Chen (LKKAuto) <veronchen@lkkauto.com> wrote:

Dear Marcus,

We are pending approval from insurance.

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

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: Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>

Sent: Friday, August 30, 2024 1:37 PM

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

Cc: SUR <sur@lkkauto.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto <Claims@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch <accounts@dingauto.sg>; Joyce (Ding Auto - Carros Branch <admin.carros@dingauto.sg>; Aliff (Ding Auto - Sin Ming Branch <reporting@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch <smclaims@dingauto.sg>

Subject: Re: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

Dear Veron,

We would like to check for any updates regarding the previous e-mail

Best Regards,

Marcus Lee

Claims Department (Sin Ming Branch)

Mobile +65 9108 9585 | **Office** +65 6452 1208

Web www.dingauto.sg | **Email** workshop@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Thu, Aug 29, 2024 at 12:58 PM Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg> wrote:

Dear Veron,

We would like to propose repair limit at \$11,000. Please assist us to look through and get back to us

Best Regards,

Marcus Lee

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Mobile +65 9108 9585 | **Office** +65 6452 1208

Web www.dingauto.sg | **Email** workshop@dingauto.sg

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NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Thu, Aug 29, 2024 at 12:05 PM Veron Chen (LKKAuto) <veronchen@lkkauto.com> wrote:

Dear Marcus,

WITHOUT PREJUDICE

Kindly check vehicle able to repair at lump sum Not Exceeding \$9,000.00 or whichever lower (Subject to insurance approval)

Best Regards,

Veron Chen | Case Handler **On behalf of Shiau Chan**

Own Damage & Third Party Property Damage

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: Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>

Sent: Monday, August 26, 2024 6:30 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Aliff (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch)

<smclaims@dingauto.sg>

Subject: Re: CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear China Taiping motor claims officer,
We would like to seek your advise on the OD status of this case.
Please revert back to us as soon as possible. Thank you.

Best Regards,

Marcus Lee

Claims Department (Sin Ming Branch)

Mobile +65 9108 9585 | **Office** +65 6452 1208

Web www.dingauto.sg | **Email** workshop@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Fri, Aug 23, 2024 at 6:17 PM Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg> wrote:

Dear CTI Motor Claim Officer,

Good day to you.

Kindly refer to the attached GIA Report, CI, Estimate Repair and accident photos for your further review and seek your approval.

EzClaim ref : 24N033801

We are looking forward to hearing from you soon. Thank you

Best Regards,

Marcus Lee

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Mobile +65 9108 9585 | **Office** +65 6452 1208

Web www.dingauto.sg | **Email** workshop@dingauto.sg

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