

## Veron Chen (LKKAUTO)

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**From:** Sharon Tan Chow Yen <sharon\_tan@ecics.com.sg>  
**Sent:** Thursday, 26 September 2024 7:16 PM  
**To:** Veron Chen (LKKAUTO); Rajes (LKK Auto); assignments; SUR  
**Subject:** RE: Req for FSR | EL Ref: DMCF2400059H/ST | Accdt invlvg GBM4389K (ECICS) & SHC2086D (PHV-FCIL) along Lakeside MRT on 03/09/2024 15:58

done

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Thursday, 26 September 2024 7:43 am  
**To:** Rajes (LKK Auto) <rajes@lkkauto.com>; Sharon Tan Chow Yen <sharon\_tan@ecics.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: Req for FSR | EL Ref: DMCF2400059H/ST | Accdt invlvg GBM4389K (ECICS) & SHC2086D (PHV-FCIL) along Lakeside MRT on 03/09/2024 15:58

Dear Sharon,

Kindly send back merimen for us to submit our report and invoice.

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)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Monday, 23 September 2024 1:12 PM  
**To:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: Req for FSR | EL Ref: DMCF2400059H/ST | Accdt invlvg GBM4389K (ECICS) & SHC2086D (PHV-FCIL) along Lakeside MRT on 03/09/2024 15:58

Dear Sharon,

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**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)

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**From:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>

**Sent:** Thursday, 19 September 2024 11:18 AM

**To:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Req for FSR | EL Ref: DMCF2400059H/ST | Accdt invlvg GBM4389K (ECICS) & SHC2086D (PHV-FCIL) along Lakeside MRT on 03/09/2024 15:58

Dear Sharon,

Thank you for the email.

Dear Veron,

Kindly assist **CS/ICS24090200/Rvp3 (GBM 4389K)**

Best Regards,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | 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:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>

**Sent:** Thursday, September 19, 2024 10:42 AM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** Req for FSR | EL Ref: DMCF2400059H/ST | Accdt invlvg GBM4389K (ECICS) & SHC2086D (PHV-FCIL) along Lakeside MRT on 03/09/2024 15:58

Hi Sirs,

PH has withdrawn OD claim.

Please assist to submit survey report on Merimen and update us in due course.

Best regards

**Sharon Tan**

**Team Lead**



**DID** (65) 6734 3710 ext 167    **Tel** (65) 6206 5588

**Email** [Sharon\\_Tan@ecics.com.sg](mailto:Sharon_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:** Lim Teng Keat <[tengkeat.lim@cyclecarriage.com.sg](mailto:tengkeat.lim@cyclecarriage.com.sg)>  
**Sent:** Thursday, 19 September 2024 9:26 am  
**To:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>  
**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vikneswaran Naidu Ayavoo <[vikneswarannaidu.ayavoo@cyclecarriage.com.sg](mailto:vikneswarannaidu.ayavoo@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: GBM4389K - OD (R) CLAIM

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

Dear Sharon,

We would like to cancel this claim due to 3<sup>rd</sup> party insurance updated us that liability is clear.  
Apologies for any inconveniences.

Seek your assist to cancel this claim in merimen too.

**UNABLE TO CANCEL CLAIM**

We are unable to cancel this claim because the adjuster has already been assigned.  
Please contact the insurer to cancel on your behalf.

Please contact us if you require further clarification.

Ok

CLAIM SUBFOLDER DETAILS			
Insured:	CYCLE & CARRIAGE IFASTING PTE LTD , Co. Reg. No. : 201000307R , Email: OPERATIONS.IFASTING@CYCLECARRIAGE.COM.SG		
Vehicle Reg. No.:	GBM4389K	Date of Loss :	03/09/2024 15:00 - 15:59 [ 11 Months and 19 Days from (TA Reg Date (Man Yr)) ]
Claim Type:	OD / DMC2400059H/ST	Policy/Cover Note No.:	MCF24B00000800 (Comprehensive)
		Coverage:	29/06/2024 - 30/06/2025
		Excess:	S\$1,000.00
		Top-Up Amount	S\$3,000.00
Repairer:	Diplomat Parts Pte Ltd (HQ) <b>PROFILE</b> 209 Pandan Gardens, 609339 West Coast - Tel: 65684356/65684355		
Handling Insurer:	ECICS Limited (HQ) - Tel: 63374779 / 6303 0178		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561		

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](http://www.cyclecarriage.com.sg)

 A member of the Jardine Cycle & Carriage Group

**From:** ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Sent:** Wednesday, September 11, 2024 3:47 PM  
**To:** Lim Teng Keat <[tengkeat.lim@cyclecarriage.com.sg](mailto:tengkeat.lim@cyclecarriage.com.sg)>  
**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vikneswaran Naidu Ayavoo <[vikneswarannaidu.ayavoo@cyclecarriage.com.sg](mailto:vikneswarannaidu.ayavoo@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>; Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>  
**Subject:** GBM4389K - OD (R) CLAIM

**This email was sent from outside of your organisation**

Hi Lim,

Kindly addendum The SAS report to **OD**, thanks.

Best regards  
**Christine Yow**

Claims Assistant



Tel (65) 6337 4779

Email [claims@ecics.com.sg](mailto:claims@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

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**From:** Lim Teng Keat <[tengkeat.lim@cyclecarriage.com.sg](mailto:tengkeat.lim@cyclecarriage.com.sg)>

**Sent:** Wednesday, 11 September 2024 1:57 pm

**To:** ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>

**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Vikneswaran Naidu Ayavoo

<[vikneswarannaidu.ayavoo@cyclecarriage.com.sg](mailto:vikneswarannaidu.ayavoo@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** GBM4389K - OD (R) CLAIM

Dear ECICS,

Please find attached documents for GBM4389K, OD (R) Claim.

Please kindly assign LKK for survey.

...CLAIM SUBFOLDER...(Unsubmitted Claim)						
Claim Audit		Activity Log		Create Repair Card >>		Documents
Change Model/Registration		Edit Claim Details		Select Parts		Claim Form
				Edit Estimates		Duplicate New Case
				View Estimates >>		
<b>CLAIM SUBFOLDER TRACKING</b>						
Case	Notified	Estimates	Est Submitted	Adj Assigned	Ins Auth'd	Status
Main	05 Sep 2024 17:34	S\$0.00				Unsubmitted Claim
	<a href="#">Edit Dtls</a>	<a href="#">Edit Estimates</a>	<a href="#">View Estimates</a>			<a href="#">Cancel Case</a>
<b>CLAIM SUBFOLDER DETAILS</b>						
Insured: CYCLE & CARRIAGE LEASING PTE LTD , Co. Reg. No. : 201900307R , Email: OPEARTIONS.LEASING@CYCLECARRIAGE.COM.SG						
Vehicle Reg. No.:	GBM4389K			Date of Loss :	03/09/2024 15:00 - 15:59 [11 Months and 19 Days From LTA Reg Date (Man Yr)]	
Claim Type:	OD			Policy/Cover Note No. :	MCF24B00000800 (Comprehensive) Coverage: 29/06/2024 - 30/06/2025	
Vehicle Reg. No. (TP):	SHC2086D			Policy No. (TP):		
				Excess:		
Repairer:	Diplomat Parts Pte Ltd (HQ) PROFILE 209 Pandan Gardens, 609339 West Coast - Tel: 65684556/65684555					
Handling Insurer:	ECICS Limited (HQ) - Tel: 63374779 /6303 0178					

Thanks & Regards,

Lim Teng Keat

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



Exceptional Journeys

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Tel : +65 6568 4504 • DID: +65 6568 4531 • Mobile: +65 9181 9978 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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