

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 11 October 2024 3:35 PM  
**To:** Vikneswaran N. Ayavoo; Rasul (LKKAUTO); SUR; CS A Team  
**Cc:** Coco Lu Ting; Lim Teng Keat; Kevin Leong Wai Kit  
**Subject:** RE: RE: SMQ7309X OWN DAMAGE CLAIM-DOA: 3/10/2024

Dear Vikneswaran Naidu,

As instructed by our client , please proceed to repair the **insured vehicle SMQ 7309X. (Excess \$1000/-).**

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,

**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)

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**From:** Vikneswaran N. Ayavoo <vikneswarannaiduayavoo@diplomatparts.com.sg>

**Sent:** Friday, 11 October 2024 2:25 PM

**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Vikneswaran N. Ayavoo <vikneswarannaiduayavoo@diplomatparts.com.sg>; claims@ecics.com.sg

**Cc:** Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Lim Teng Keat <tengkeat.lim@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

**Subject:** RE: RE: SMQ7309X OWN DAMAGE CLAIM

Dear Veron,

Noted and Thanks for the prompt reply.

Best Regards,

Vikneswaran Naidu

Customer Service Advisor

Claim Division Operation Body & Paint Centre

209 Pandan Gardens

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4513 • F: +65 6565 1240 • H: +65 9296 9198 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

 A member of the Jardine Cycle & Carriage Group

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Friday, 11 October 2024 2:03 PM  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Vikneswaran N. Ayavoo <[vikneswarannaiduayavoo@diplomatparts.com.sg](mailto:vikneswarannaiduayavoo@diplomatparts.com.sg)>; [claims@ecics.com.sg](mailto:claims@ecics.com.sg)  
**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Lim Teng Keat <[tengkeat.lim@cyclecarriage.com.sg](mailto:tengkeat.lim@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: RE: SMQ7309X OWN DAMAGE CLAIM

Dear Vikneswaran Naidu,

We are pending approval from insurance.

Once approved will send you email.

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:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Sent:** Friday, 11 October 2024 1:54 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** FW: RE: SMQ7309X OWN DAMAGE CLAIM

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**From:** Vikneswaran N. Ayavoo <[vikneswarannaiduayavoo@diplomatparts.com.sg](mailto:vikneswarannaiduayavoo@diplomatparts.com.sg)>  
**Sent:** Friday, 11 October 2024 1:53:38 pm (UTC+08:00) Kuala Lumpur, Singapore  
**To:** [claims@ecics.com.sg](mailto:claims@ecics.com.sg) <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Lim Teng Keat <[tengkeat.lim@cyclecarriage.com.sg](mailto:tengkeat.lim@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Subject:** RE: RE: SMQ7309X OWN DAMAGE CLAIM

Dear All,

Any update on the Authorization?

Our customer asking for the status.

Best Regards,  
Vikneswaran Naidu  
Customer Service Advisor  
Claim Division Operation Body & Paint Centre  
209 Pandan Gardens



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
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**From:** Vikneswaran N. Ayavoo  
**Sent:** Thursday, 10 October 2024 2:52 PM  
**To:** 'claims@ecics.com.sg' <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Lim Teng Keat <[tengkeat.lim@cyclecarriage.com.sg](mailto:tengkeat.lim@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>; [rasul@lkkauto.com](mailto:rasul@lkkauto.com)  
**Subject:** RE: RE: SMQ7309X OWN DAMAGE CLAIM

Dear All,

Any update on the Authorization?

The car already done survey yesterday.

Case submitted on merimen.

Best Regards,  
Vikneswaran Naidu  
Customer Service Advisor  
Claim Division Operation Body & Paint Centre  
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**From:** Vikneswaran N. Ayavoo  
**Sent:** Tuesday, 8 October 2024 2:22 PM  
**To:** 'claims@ecics.com.sg' <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Cc:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Lim Teng Keat <[tengkeat.lim@cyclecarriage.com.sg](mailto:tengkeat.lim@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: SMQ7309X OWN DAMAGE CLAIM

Hi Motor Claims,

Above attached own damage claim submission behalf owner.

Kindly advised on the Authorization and excess.

Aside Survey team,

Kindly arrange for the survey at our premise.

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



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