

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 29 October 2024 8:06 AM  
**To:** Wen Hong Ong; SUR  
**Subject:** RE: SMH9299A - OD CLAIM-DOA: 21/10/2024  
**Attachments:** SMH 9299A supplementary.pdf

Dear Wen Hong,

Supplementary approved

Refer surveyor's marking.

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:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>  
**Sent:** Thursday, 24 October 2024 10:09 AM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SMH9299A - OD CLAIM-DOA: 21/10/2024

Hi Veron,

Done submitted.

Thank you.

Regards,  
Wen Hong Ong

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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, October 24, 2024 10:01 AM  
**To:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SMH9299A - OD CLAIM-DOA: 21/10/2024

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

Dear Wen Hong,

Kindly submit supplementary list via merimen

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Wednesday, 23 October 2024 7:36 AM

**To:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SMH9299A - OD CLAIM-DOA: 21/10/2024

Dear Wen Hong,

As instructed by our client , please proceed to repair the **insured vehicle SMH 9299A (Excess \$0)**.

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](mailto:sur@lkkauto.com) fax:6256-4315

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**From:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 22 October 2024 10:39 AM

**To:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>; Crystabelle Tan Gek Peng (ECICS, Claims) <[Crystabelle\\_Tan@ecics.com.sg](mailto:Crystabelle_Tan@ecics.com.sg)>; Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>

**Subject:** RE: SMH9299A - OD CLAIM

Dear Sharon/Crystabelle,

Repairer has submitted via merimen.

**Kindly assist to assign case to LKK.**

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

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**From:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>

**Sent:** Tuesday, 22 October 2024 10:28 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>

**Subject:** RE: SMH9299A - OD CLAIM

Hi Veron,

Done submit via Merimen.

Thank you.

Regards,

Wen Hong Ong

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

**Sent:** Tuesday, October 22, 2024 10:18 AM

**To:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>

**Subject:** RE: SMH9299A - OD CLAIM

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Dear Wen Hong/Sow Foong,

Kindly assist assign via merimen.

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

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**From:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>  
**Sent:** Monday, 21 October 2024 5:33 PM  
**To:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>; ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: SMH9299A - OD CLAIM

Hi Rajes,

Survey done, kindly advise the approval status / authorization of this case for our next action.

Thank you.

Regards,  
Wen Hong Ong

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**From:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Sent:** Monday, October 21, 2024 3:38 PM  
**To:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>; ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: SMH9299A - OD CLAIM

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Dear Wen Hong,

Noted with thanks.

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:** Wen Hong Ong <[WenHong.Ong@inchcape.com.sg](mailto:WenHong.Ong@inchcape.com.sg)>  
**Sent:** Monday, October 21, 2024 2:20 PM  
**To:** ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Subject:** SMH9299A - OD CLAIM

Hi ECICS,

Please find attached the documents for your perusal.

Beside to LKK,

Kindly arrange for survey, car in workshop.

Thank you.

Regards,  
Wen Hong Ong

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