

## Shiau Chan (LKKAuto)

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**From:** Huey Yon (LKKAuto)  
**Sent:** Thursday, 28 November 2024 12:58 PM  
**To:** vikneswarannaidu.ayavoo@cyclecarriage.com.sg  
**Cc:** SUR  
**Subject:** RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Sir/Mdm,

As instructed by our client, please proceed to repair the insured vehicle **SNG 3785X (Excess \$1,000/-)**.

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,

**Huey Yon** | case handler  
**LKK Auto Consultants Pte.Ltd.**

Phone: 6256-3561 Fax: 62564315 email: [hueyyon@lkkauto.com](mailto:hueyyon@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

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**From:** Rasul (LKKAuto) <Rasul@lkkauto.com>  
**Sent:** Thursday, 28 November 2024 12:05 PM  
**To:** SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** FW: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

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**From:** Vikneswaran Naidu Ayavoo <[vikneswarannaidu.ayavoo@cyclecarriage.com.sg](mailto:vikneswarannaidu.ayavoo@cyclecarriage.com.sg)>  
**Sent:** Thursday, 28 November 2024 12:03:17 pm (UTC+08:00) Kuala Lumpur, Singapore  
**To:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; Daphne Lee (LKK Auto) <[daphnelee@lkkauto.com](mailto:daphnelee@lkkauto.com)>; 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)>; 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)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Sanjay Sajeev <[sanjay.sajeev@cyclecarriage.com.sg](mailto:sanjay.sajeev@cyclecarriage.com.sg)>; Nicholas Leong Kim Long <[nicholas.leong@cyclecarriage.com.sg](mailto:nicholas.leong@cyclecarriage.com.sg)>; Justin Peter Joseph <[justin.joseph@cyclecarriage.com.sg](mailto:justin.joseph@cyclecarriage.com.sg)>  
**Subject:** RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear All,

Any update on this Authorization and excess.

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



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**From:** Vikneswaran Naidu Ayavoo  
**Sent:** Tuesday, 26 November 2024 3:36 PM  
**To:** 'Sharon Tan Chow Yen' <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; 'rasul@lkkauto.com' <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; 'Daphne Lee (LKK Auto)' <[daphnelee@lkkauto.com](mailto:daphnelee@lkkauto.com)>; 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)>; 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)>; 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Sanjay Sajeev <[sanjay.sajeev@cyclecarriage.com.sg](mailto:sanjay.sajeev@cyclecarriage.com.sg)>; Nicholas Leong Kim Long <[nicholas.leong@cyclecarriage.com.sg](mailto:nicholas.leong@cyclecarriage.com.sg)>  
**Subject:** RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear All,

Any update on this Authorization and excess.

**...CLAIM SUBFOLDER...(Pending for Approval)**

Midnight Accident

<a href="#">Claim Audit</a>	<a href="#">Activity Log</a>	<a href="#">Create Repair Card &gt;&gt;</a>	<a href="#">Documents</a>
<a href="#">Create Supplementary</a>	<a href="#">Edit Rep. Info / Close</a>		

**CLAIM SUBFOLDER TRACKING**

Case	Notified	Estimates	Est Submitted	Adj Assigned	Ins Auth'ed	Status
Main	12 Nov 2024 10:35	<b>S\$12,603.15</b> <a href="#">Edit Estimates</a>	12 Nov 2024 11:13 <b>S\$ 12,603.15</b>	14 Nov 2024 14:20		Pending for Approval

<b>Main</b>	Reference	Claim Details
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**CLAIM SUBFOLDER DETAILS**

Insured:	CYCLE & CARRIAGE LEASING PTE LTD , Co. Reg. No. : 307R , Email: vikneswarannaidu.ayavoo@cyclecarriage.com.sg		
Vehicle Reg. No.:	<b>SNG3785X</b>	Date of Loss :	07/11/2024 00:00 - 00:59 [27 Months and 9 Days From LTA R
Claim Type:	OD / DMCF2400102H/ST/INVESTIGATION	Policy/Cover Note No. :	MCF24B00000800 (Comprehensive) Coverage: 29/06/2024 - 30/06/202
		Excess:	S\$1,000.00
Repairer:	<b>Diplomat Parts Pte Ltd (HQ) PROFILE</b> 209 Pandan Gardens, 609339 West Coast - Tel: 65684556/65684555		
Handling Insurer:	<b>ECICS Limited (HQ)</b> - Tel: 63374779 /6303 0178 ... [Handled by <b>Sharon Tan Chow Yen</b> ]		
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561		

**ASSOCIATED MAIL RECEIVED**

There are no mail for this case.

**ALL ASSOCIATED FILE NOTES**

No.	Status	Type	Viewer/ Assigned To	Note
No results.				

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



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**From:** Vikneswaran N. Ayavoo

**Sent:** Monday, 25 November 2024 4:48 PM

**To:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; [rasul@lkkauto.com](mailto:rasul@lkkauto.com); Daphne Lee (LKK Auto) <[daphnelee@lkkauto.com](mailto:daphnelee@lkkauto.com)>

**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)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Sanjay Sajeev <[sanjay.sajeev@cyclecarriage.com.sg](mailto:sanjay.sajeev@cyclecarriage.com.sg)>; Nicholas Leong Kim Long <[nicholas.leong@cyclecarriage.com.sg](mailto:nicholas.leong@cyclecarriage.com.sg)>

**Subject:** RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Sharon,

Any update on the Authorization. Its almost no any update since 20.11.2024 from your end.

Best Regards,

Vikneswaran Naidu

Customer Service Advisor

Claim Division Operation Body & Paint Centre

209 Pandan Gardens



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**From:** Vikneswaran N. Ayavoo

**Sent:** Friday, 22 November 2024 1:13 PM

**To:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; [rasul@lkkauto.com](mailto:rasul@lkkauto.com); Daphne Lee (LKK Auto) <[daphnelee@lkkauto.com](mailto:daphnelee@lkkauto.com)>

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

**Subject:** RE: Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Accdt invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Dear Sharon,

Any update on the Authorization.

Best Regards,  
Vikneswaran Naidu  
Customer Service Advisor  
Claim Division Operation Body & Paint Centre  
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**From:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>  
**Sent:** Tuesday, 19 November 2024 11:46 AM  
**To:** Vikneswaran N. Ayavoo <[vikneswarannaiduayavoo@diplomatparts.com.sg](mailto:vikneswarannaiduayavoo@diplomatparts.com.sg)>; [rasul@lkkauto.com](mailto:rasul@lkkauto.com); Daphne Lee (LKK Auto) <[daphnelee@lkkauto.com](mailto:daphnelee@lkkauto.com)>  
**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)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** Investigation | EL Ref: DMCF2400102H/ST | 01. OI - SNG3785X | Acctd invlvg SNG3785X (ECICS) & Unknown Reg (NR) along AYE on 07/11/2024 00:45

Hi Vikneswaran,

We refer to the above matter.

We have engaged LINEAR Investigation & Consultancy Pte Ltd to conduct an investigation into the matter. Due to the schedule of our insured party, he will be available to meet with our investigators on 20th November 2024.

We will provide an update on the authorization once the investigation has been concluded.

Thank you for your patience.

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

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**From:** Vikneswaran N. Ayavoo <[vikneswarannaiduayavoo@diplomatparts.com.sg](mailto:vikneswarannaiduayavoo@diplomatparts.com.sg)>  
**Sent:** Tuesday, 19 November 2024 11:26 am  
**To:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; [rasul@lkkauto.com](mailto:rasul@lkkauto.com); Daphne Lee (LKK Auto) <[daphnelee@lkkauto.com](mailto:daphnelee@lkkauto.com)>  
**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)>; Muhammad Afiq Bin Mohamed Kamal <[afiq\\_mohamedkamal@ecics.com.sg](mailto:afiq_mohamedkamal@ecics.com.sg)>  
**Subject:** RE: DMCF2400102H/ST - OWN DAMAGE CLAIM SNG3785X

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

Dear All,

Any update on the Authorization for this OD claim.

Best Regards,  
Vikneswaran Naidu  
Customer Service Advisor  
Claim Division Operation Body & Paint Centre  
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**From:** Muhammad Afiq Bin Mohamed Kamal <[afiq\\_mohamedkamal@ecics.com.sg](mailto:afiq_mohamedkamal@ecics.com.sg)>  
**Sent:** Friday, 15 November 2024 9:57 AM  
**To:** Vikneswaran N. Ayavoo <[vikneswarannaiduayavoo@diplomatparts.com.sg](mailto:vikneswarannaiduayavoo@diplomatparts.com.sg)>  
**Cc:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>; 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: DMCF2400102H/ST - OWN DAMAGE CLAIM SNG3785X

WITHOUT PREJUDICE

Dear All

We have appointed LKK to survey the vehicle yesterday.

Thank you.  
Best regards

**Afiq Kamal**

Associate | Claims



**DID** (65) 6734 3710 ext (180)

**Tel** (65) 6206 5588

**Email** [afiq\\_mohamedkamal@ecics.com.sg](mailto:afiq_mohamedkamal@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:** ECICS Claims <[claims@ecics.com.sg](mailto:claims@ecics.com.sg)>  
**Sent:** Friday, 15 November 2024 9:53 am  
**To:** Muhammad Afiq Bin Mohamed Kamal <[afiq\\_mohamedkamal@ecics.com.sg](mailto:afiq_mohamedkamal@ecics.com.sg)>  
**Cc:** Sharon Tan Chow Yen <[sharon\\_tan@ecics.com.sg](mailto:sharon_tan@ecics.com.sg)>  
**Subject:** DMCF2400102H/ST - OWN DAMAGE CLAIM SNG3785X

Dear Afiq,

Sharon's case. Please assist.

Best regards  
Sow Foong

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**From:** Vikneswaran N. Ayavoo <[vikneswarannaiduayavoo@diplomatparts.com.sg](mailto:vikneswarannaiduayavoo@diplomatparts.com.sg)>  
**Sent:** Friday, 15 November 2024 9:11 am  
**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)>; 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: OWN DAMAGE CLAIM SNG3785X

Dear All,

Any update on the claim and survey arrangement.

Best Regards,  
Vikneswaran Naidu  
Customer Service Advisor  
Claim Division Operation Body & Paint Centre  
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**From:** Vikneswaran N. Ayavoo  
**Sent:** Tuesday, 12 November 2024 11:16 AM  
**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)>; 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: OWN DAMAGE CLAIM SNG3785X

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  
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