

**Veron Chen (LKKAuto)**

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**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 1 July 2024 4:31 PM  
**To:** Florence Loh; SUR  
**Subject:** RE: OD claim - SKV7359Z (DOA: 23/06/2024)

Dear Florence,

As instructed by our client , please proceed to repair the **insured vehicle SKV 7359Z. Lump Sum Not Exceeding \$11,000 or whichever lower. (Excess \$800/-).**

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:** Florence Loh <[fa\\_autoservices@falconair.com.sg](mailto:fa_autoservices@falconair.com.sg)>  
**Sent:** Friday, June 28, 2024 12:04 PM  
**To:** LEE KATIE <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; DARREN ONG JIN WEE <[DarrenOng@uoi.com.sg](mailto:DarrenOng@uoi.com.sg)>  
**Subject:** FW: OD claim - SKV7359Z (DOA: 23/06/2024)

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Good afternoon Ms Katie,

Would like to check if this OD claim has been register and a surveyor has been assigned. Insured call to checking on his claim status.

Thank you.

Florence Loh

Falcon Air Auto Services Pte Ltd  
176 Sin Ming Drive #01-06  
Sin Ming Autocare  
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

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**From:** Florence Loh <[fa\\_autoservices@falconair.com.sg](mailto:fa_autoservices@falconair.com.sg)>  
**Sent:** Thursday, 27 June 2024 12:37 PM  
**To:** 'LEE KATIE' <[katielee@uoi.com.sg](mailto:katielee@uoi.com.sg)>; 'DARREN ONG JIN WEE' <[DarrenOng@uoi.com.sg](mailto:DarrenOng@uoi.com.sg)>  
**Cc:** andy ([andy@falconair.com.sg](mailto:andy@falconair.com.sg)) <[andy@falconair.com.sg](mailto:andy@falconair.com.sg)>; 'indran@falconair.com.sg' <[indran@falconair.com.sg](mailto:indran@falconair.com.sg)>  
**Subject:** RE: OD claim - SKV7359Z (DOA: 23/06/2024)

Good afternoon Ms Katie,

Insured is making an OD claim.

Attach estimate and documents for your perusal.

Please arrange for vehicle survey at our Sin Ming w/shop, vehicle is in and kindly advise if insured has LOU benefit.

Thank you.

Florence Loh  
Falcon Air Auto Services Pte Ltd  
176 Sin Ming Drive #01-06  
Sin Ming Autocare  
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862