

Shiau Chan (LKKAUTO)

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>
Sent: Monday, 29 July 2024 12:51 PM
To: Shiau Chan (LKKAUTO)
Cc: Joyce (Ding Auto - Carros Branch); Jun Kai (Ding Auto - Carros Branch); Kenneth Ding; Mr Tan (Ding Auto - Carros Branch); SUR
Subject: Re: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Shiau Chan,

We are unable to agree to no supplementary parts allowed.
After dismantling, we have a few supplementary parts that are damaged.

We would like to propose to do L/S repair with supplementary parts allowed (as long as the repair cost is less than \$49,994.21).

Please assist me to help seek approval from the insurance company, thank you.

Best Regards,



Lynn Yap
Claims Department

Mobile +65 9385 8368 **Office** +65 6993 7808

Web www.dingauto.sg **Email** claims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Fri, Jul 26, 2024 at 3:01 PM Shiau Chan (LKKAUTO) <siewsc@lkkauto.com> wrote:

Dear Kenneth,

As instructed by our client, please proceed to repair the insured vehicle **CB 7426M** at repair cost more than **\$49,994.21** or whichever lower on part by part basis, **No supplementary parts allowed (Excess \$2,000/-)**.

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,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Kenneth Ding <kenneth.ding@dingauto.sg>

Sent: Thursday, July 25, 2024 11:32 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>; SUR <sur@lkkauto.com>

Subject: Re: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Shiau,

Good day to you.

Give us some time, we are pending some parts.

Get back to you as soon as possible.

Thank you so much.

Best Regards,

Kenneth Ding

On Thu, 25 Jul 2024, 11:29 am Shiau Chan (LKKAuto), <siewsc@lkkauto.com> wrote:

Dear Kenneth,

Have any updates? As officer chase me to update them.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Kenneth Ding <kenneth.ding@dingauto.sg>

Sent: Thursday, July 25, 2024 11:04 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>; SUR <sur@lkkauto.com>

Subject: Re: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Shiau,

Good day to you.

Give us some time, we are pending some parts.

Get back to you as soon as possible.

Thank you so much.

Best Regards,

Kenneth Ding

On Thu, 25 Jul 2024, 10:32 am Shiau Chan (LKKAuto), <siewsc@lkkauto.com> wrote:

Dear Joyce,

We still pending your reply for your workshop able to repair the vehicle not more than \$50,000.00 on part by part or Lump Sum basis. (Subject to insurance approval)

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>
Sent: Thursday, July 25, 2024 10:23 AM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Lynn Yap (Ding Auto) <claims@dingauto.sg>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>; SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Subject: Re: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Cecilia,

We would like to check & follow up on the approval.

Please assist us to expedite the approval as soon as possible, thank you.

Best Regards,

Joyce Tan

Accounts Department (Carros Branch)

Mobile +65 8288 4567 **Office** +65 6993 7808

Web www.dingauto.sg **Email** admin.carros@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Tue, Jul 23, 2024 at 2:35 PM Shiau Chan (LKKAuto) <siewsc@lkkauto.com> wrote:

Dear Lynn,

Received with thanks.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>

Sent: Tuesday, July 23, 2024 2:25 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>; SUR <sur@lkkauto.com>

Subject: Re: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Shiau Chan,

Please refer to attached purchase invoice as requested.

Thank you.

Best Regards,

Lynn Yap

Claims Department

Mobile +65 9385 8368 **Office** +65 6993 7808

Web www.dingauto.sg **Email** claims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Mon, Jul 22, 2024 at 2:57 PM Shiau Chan (LKKAuto) <siewsc@lkkauto.com> wrote:

Dear Lynn,

I mean the CB 7426M purchase invoice, not for order parts.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>

Sent: Monday, July 22, 2024 2:27 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>; SUR <sur@lkkauto.com>

Subject: Re: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Shiau Chan,

We are unable to provide purchase invoice as the claim is not approved yet we are unable to place the order.

Thank you.

Best Regards,

Lynn Yap

Claims Department

Mobile +65 9385 8368 **Office** +65 6993 7808

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HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

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On Mon, 22 Jul 2024 at 2:23 PM, Shiau Chan (LKKAUTO) <siewsc@lkkauto.com> wrote:

Dear Joyce,

Kindly provide us the purchase invoice of CB 7426M.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>

Sent: Friday, July 19, 2024 9:40 AM

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: Lynn Yap (Ding Auto) <Claims@dingauto.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Eddie Sim <eddie.sim@sg.cntaiping.com>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>

Subject: Re: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Cecilia,

We would like to check & follow up on the approval.

Please assist us to expedite the approval as soon as possible, thank you.

Best Regards,

Joyce Tan

Accounts Department (Carros Branch)

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Branch [Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645](#) **NorthWest Branch** [60 Jalan Lam Huat #06-46/47](#) Carros Centre S737869

On Thu, Jul 18, 2024 at 9:18 AM Cecilia Lee <cecilia.lee@sg.cntaiping.com> wrote:

[Confidential]

Without Prejudice

Dear Sir/Madam

We will arrange survey on without prejudice basis.

Dear LKK

Please arrange to survey the vehicle: CB7426M

Workshop: DING AUTO PTE LTD

DOA: 04/07/2024 09:15

Excess: \$2000

OSP: No

VDL: Yes

Best Regards,

Cecilia Lee

Claims Department

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From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>

Sent: Wednesday, July 17, 2024 5:37 PM

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>

Subject: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

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

Dear Cecilia,

Attached are the GIA report, Audatex Repair Estimate, and Accident Photos for your review and approval.

The vehicle has been grounded in our workshop since 16 July 2024.

Our workshop's address is as follows:

Ding Auto Pte Ltd (Northwest Branch)

60 Jalan Lam Huat

#06-46/47 Carros Centre

Singapore 737869

We kindly request your assistance in arranging a vehicle survey at your earliest convenience to prevent any delays in approval or repair.

We await your prompt response. Thank you.

Best Regards,

Lynn Yap

Claims Department

Mobile +65 9385 8368 Office +65 6993 7808

Web www.dingauto.sg Email claims@dingauto.sg

HQ [176 Sin Ming Drive #04-06 Sin Ming Autocare S575721](#)

Branch [Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 NorthWest Branch](#) [60 Jalan Lam Huat #06-46/47 Carros Centre S737869](#)