

Veron Chen (LKKAUTO)

From: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Sent: Wednesday, 25 September 2024 9:39 AM
To: Veron Chen (LKKAUTO); Taufikh (LKKAUTO)
Cc: Raymond Teo Yun Loong; Vin's Claims
Subject: Re: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Good morning,

Please proceed.

Thanks!
Best Regards,
Muhammad Iswan
Claims consultant
Vin's Automotive Group
Omotenashi | Kaizen



M: +65 8949 8678
O: +65 6453 2121 Ext: 2203
F: +65 6459 0433
E: iswanishak@vinsautogroup.com.sg
W: <https://vinsautogroup.com.sg/>

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Tuesday, September 24, 2024 17:14
To: Raymond Teo Yun Loong <raymondteo@vinsautogroup.com.sg>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>; Vin's Claims <claims@vinsautogroup.com.sg>
Subject: RE: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Dear Raymond,

We have our principal mandate to offer at \$50,400.00 (before excess \$5000 and GST)
Kindly confirmed.

Best Regards,
Veron Chen | Case Handler
Own Damage & Third Party Property Damage
LKK Auto Consultants Pte Ltd

From: Raymond Teo Yun Loong <raymondteo@vinsautogroup.com.sg>
Sent: Monday, 23 September 2024 2:07 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Subject: Re: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Hi,

We don't agree with the amount offer, please stick with the amount finalization

Thanks

Best Regards,
Raymond Teo
Claims Lead
Vin's Automotive Group
Omotenashi | Kaizen



M: +65 8434 146
O: +65 6453 212
F: +65 6459 043
E: raymondteo@vinsautogroup.com.sg
W: <https://vinsautogroup.com.sg>

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Friday, September 20, 2024 4:00 PM
To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Cc: Vin's Claims <claims@vinsautogroup.com.sg>
Subject: RE: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Dear Iswan,

We have our principal mandate to offer at \$39,800.00
Please check and confirmed.

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)

From: Veron Chen (LKKAuto)

Sent: Wednesday, 18 September 2024 11:26 AM

To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; 'iswanishak@vinsautogroup.com.sg' <iswanishak@vinsautogroup.com.sg>

Cc: 'claims@vinsautogroup.com.sg' <claims@vinsautogroup.com.sg>

Subject: FW: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Dear Taufikh,

Kindly assist.

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)

From: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>

Sent: Wednesday, 18 September 2024 10:51 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Vin's Claims <claims@vinsautogroup.com.sg>

Subject: Re: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Good morning,

Please refer to attached marked est with calculations.

Thanks!

Best Regards,

Muhammad Iswan

Claims consultant



M: +65 8949 8678
O: +65 6453 2121 Ext: 2203
F: +65 6459 0433
E: iswanishak@vinsautogroup.com.sg
W: <https://vinsautogroup.com.sg/>

From: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Sent: Wednesday, September 18, 2024 10:48
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Vin's Claims <claims@vinsautogroup.com.sg>
Subject: Re: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Good morning,

Can we finalize this case?

Parts: \$53,510 + 10% = \$58,861
S/N: \$792
Labour: \$3,800
Total: \$63,453
-20% L/S = \$50,762.40

Can we close this case @ \$50,700 before excess & GST?

Thanks!
Best Regards,
Muhammad Iswan
Claims consultant
Vin's Automotive Group
Omotenashi | Kaizen



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F: +65 6459 0433
E: iswanishak@vinsautogroup.com.sg
W: <https://vinsautogroup.com.sg/>

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Friday, September 13, 2024 15:04
To: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Cc: Vin's Claims <claims@vinsautogroup.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Dear Iswan,

WITHOUT PREJUDICE

Kindly advise vehicle status.

If vehicle has been repaired, please finalize with us.

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)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 8 August 2024 3:09 PM
To: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Cc: Vin's Claims <claims@vinsautogroup.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Dear Iswan,

As instructed by our client , please proceed to repair the **insured vehicle SKB 1018C at \$38,930.00 . (Excess \$5000/-).**

Please be informed that the check items to be confirm upon dismantling, subject to insurance approval.

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)

From: Veron Chen (LKKAuto)
Sent: Tuesday, August 6, 2024 11:05 AM
To: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Cc: Vin's Claims <claims@vinsautogroup.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Dear Iswan,

We are pending approval from insurance.

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)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, August 6, 2024 11:03 AM
To: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Vin's Claims <claims@vinsautogroup.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair *** LKK REF: CS/ICS24070443/Tvh3e2

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Veron,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Muhammad Iswan Bin Ishak <iswanishak@vinsautogroup.com.sg>
Sent: Tuesday, August 6, 2024 11:02 AM
To: Admin A <admin-a@lkkauto.com>
Cc: Vin's Claims <claims@vinsautogroup.com.sg>
Subject: SKB1018C - ECICS OD - DOA: 20/07/2024 - Authorization to Repair

Good morning,

Can we kindly have the authorization to repair this car.

Thanks!
Best Regards,
Muhammad Iswan
Claims consultant
Vin's Automotive Group
Omotenashi | Kaizen



M: +65 8949 8678
O: +65 6453 2121 Ext: 2203
F: +65 6459 0433
E: shuyawye@vinsautogroup.com.sg
W: <https://vinsautogroup.com.sg/>
