

## Shiau Chan (LKKAUTO)

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**From:** DACC Mahirah <mahirah@dacc.com.sg>  
**Sent:** Thursday, 5 September 2024 11:31 AM  
**To:** Shiau Chan (LKKAUTO); Steve Chen (LKK Auto)  
**Cc:** SUR; choonxiang@dacc.com.sg; junteo@dacc.com.sg; poon@dacc.com.sg; 'Randell Goon'; 'Siew Ying'  
**Subject:** RE: ECICS-OD SNQ 8395C DOA: 28/07/2024

Hi Ms Shiau,

Thank you for the update. We accept the cost of repair at \$805.10, with 3 days of repair before GST. Please proceed with obtaining the principal's approval.

Best regards,

**MIRA**  
Administration Officer

**Dickson Auto Care Centre Pte Ltd**  
(A member of the Dickson Group)  
29 Ubi Road 4, Dickson Auto Centre, Singapore 408619  
T: 6668 1122 | F: 6668 1123 | E: [mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg) | 24/7 Roadside Assistance: 6668 1129  
[www.dicksongroup.com.sg](http://www.dicksongroup.com.sg)

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**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>  
**Sent:** Thursday, 5 September 2024 10:52 am  
**To:** DACC Mahirah <mahirah@dacc.com.sg>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>; choonxiang@dacc.com.sg; junteo@dacc.com.sg; poon@dacc.com.sg; 'Randell Goon' <randellgoon@dacc.com.sg>; 'Siew Ying' <siewying@dacc.com.sg>  
**Subject:** RE: ECICS-OD SNQ 8395C DOA: 28/07/2024

Dear Mira,

WITHOUT PREJUDICE

We will be re-advising our principal a cost of repair \$805.10 with 3 days of repair before GST, subject to their approval.

Best Regards,

**Shiau Chan (Ms)** | Senior Case Handler  
Own Damage & Third Party Property Damage  
**LKK Auto Consultants Pte Ltd**

**From:** DACC Mahirah <[mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg)>  
**Sent:** Thursday, 5 September 2024 8:58 AM  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [choonxiang@dacc.com.sg](mailto:choonxiang@dacc.com.sg); [junteo@dacc.com.sg](mailto:junteo@dacc.com.sg); [poon@dacc.com.sg](mailto:poon@dacc.com.sg); 'Randell Goon' <[randellgoon@dacc.com.sg](mailto:randellgoon@dacc.com.sg)>; 'Siew Ying' <[siewying@dacc.com.sg](mailto:siewying@dacc.com.sg)>  
**Subject:** RE: ECICS-OD SNQ 8395C DOA: 28/07/2024

Dear Ms. Shiau,

Upon reviewing the cost of repair, we noticed that the 10% markup was not included in the amount reflected in the Merimen system. As such, we kindly request that you revise the total cost to reflect the additional 10%, bringing it in line with the necessary adjustments.

Thank you for your understanding, and we appreciate your prompt attention to this matter.

Best regards,

**MIRA**  
Administration Officer

**Dickson Auto Care Centre Pte Ltd**  
(A member of the Dickson Group)  
29 Ubi Road 4, Dickson Auto Centre, Singapore 408619  
T: 6668 1122 | F: 6668 1123 | E: [mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg) | 24/7 Roadside Assistance: 6668 1129  
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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Wednesday, 28 August 2024 4:42 pm  
**To:** DACC Mahirah <[mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg)>; Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [choonxiang@dacc.com.sg](mailto:choonxiang@dacc.com.sg); [junteo@dacc.com.sg](mailto:junteo@dacc.com.sg); [poon@dacc.com.sg](mailto:poon@dacc.com.sg); 'Randell Goon' <[randellgoon@dacc.com.sg](mailto:randellgoon@dacc.com.sg)>; 'Siew Ying' <[siewying@dacc.com.sg](mailto:siewying@dacc.com.sg)>  
**Subject:** RE: ECICS-OD SNQ 8395C DOA: 28/07/2024

Dear Mira,

WITHOUT PREJUDICE

We will be advising our principal a cost of repair \$776.00 with 3 days of repair before GST, subject to their 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](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** DACC Mahirah <[mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg)>

**Sent:** Friday, August 23, 2024 9:07 AM

**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; [choonxiang@dacc.com.sg](mailto:choonxiang@dacc.com.sg); [junteo@dacc.com.sg](mailto:junteo@dacc.com.sg); [poon@dacc.com.sg](mailto:poon@dacc.com.sg); 'Randell Goon' <[randellgoon@dacc.com.sg](mailto:randellgoon@dacc.com.sg)>; 'Siew Ying' <[siewying@dacc.com.sg](mailto:siewying@dacc.com.sg)>

**Subject:** RE: ECICS-OD SNQ 8395C DOA: 28/07/2024

Hi Mr Steve,

Please find attached.

Thank you,

**MIRA**

Administration Officer

**Dickson Auto Care Centre Pte Ltd**

(A member of the Dickson Group)

29 Ubi Road 4, Dickson Auto Centre, Singapore 408619

T: 6668 1122 | F: 6668 1123 | E: [mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg) | 24/7 Roadside Assistance: 6668 1129

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**From:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>

**Sent:** Wednesday, 21 August 2024 9:53 am

**To:** DACC Mahirah <[mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; [choonxiang@dacc.com.sg](mailto:choonxiang@dacc.com.sg); [junteo@dacc.com.sg](mailto:junteo@dacc.com.sg); [poon@dacc.com.sg](mailto:poon@dacc.com.sg); Randell Goon <[randellgoon@dacc.com.sg](mailto:randellgoon@dacc.com.sg)>; Siew Ying <[siewying@dacc.com.sg](mailto:siewying@dacc.com.sg)>

**Subject:** ECICS-OD SNQ 8395C DOA: 28/07/2024

Hi Mira,

As per conversation earlier. Issue supplementary and supplier invoice.

Thanks and regards,

**Steve Chen**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [stevechen@lkkauto.com](mailto:stevechen@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** DACC Mahirah <[mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg)>  
**Sent:** Wednesday, August 21, 2024 9:37 AM  
**To:** Steve Chen (LKK Auto) <[SteveChen@lkkauto.com](mailto:SteveChen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; choonxiang@dacc.com.sg;  
[junteo@dacc.com.sg](mailto:junteo@dacc.com.sg); [poon@dacc.com.sg](mailto:poon@dacc.com.sg); Randell Goon <[randellgoon@dacc.com.sg](mailto:randellgoon@dacc.com.sg)>; Siew Ying  
<[siewying@dacc.com.sg](mailto:siewying@dacc.com.sg)>  
**Subject:** RE: ECICS-OD SNQ 8395C DOA: 28/07/2024

Hi Mr Steve,

We would like to request for the finalized amount please.

Thank you,

**MIRA**

Administration Officer

**Dickson Auto Care Centre Pte Ltd**

(A member of the Dickson Group)

29 Ubi Road 4, Dickson Auto Centre, Singapore 408619

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Tuesday, 6 August 2024 11:27 am  
**To:** [admin@dacc.com.sg](mailto:admin@dacc.com.sg); 'Siew Ying' <[siewying@dacc.com.sg](mailto:siewying@dacc.com.sg)>; DACC Mahirah <[mahirah@dacc.com.sg](mailto:mahirah@dacc.com.sg)>;  
[poon@dacc.com.sg](mailto:poon@dacc.com.sg)  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** ECICS-OD SNQ 8395C DOA: 28/07/2024

Dear Sir/Madam,

As instructed by our client, please proceed to repair the insured vehicle **SNQ 8395C on part by part basis (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,

**Shiau Chan (Ms)** | Senior Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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