

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Monday, 18 June 2018 5:07 PM  
**To:** 'Kenneth Neo'; SUR  
**Subject:** RE: [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017  
**Attachments:** LKKAdjustment1a.pdf; LKKInspection.pdf; LKKInvoice1.pdf; photo.pdf

Dear Kenneth,

Please be informed that our survey report already submitted to you on 25/4/2018

In case you still do not received we now forward a soft copy to you.

Best Regards,

**Veron Chen** | Case Handler

**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:** Admin-D (LKKAUTO)  
**Sent:** Monday, 18 June 2018 4:44 PM  
**To:** 'Kenneth Neo' <kennethneo@insightadjusters.com>; SUR <sur@lkkauto.com>  
**Cc:** assignments <assignments@lkkauto.com>  
**Subject:** RE: [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Kenneth,

Thank you for your email.

Dear Veron,

Kindly assist. Our Ref: CS/IAS17022538/Avbs2

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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**From:** Kenneth Neo [<mailto:kennethneo@insightadjusters.com>]  
**Sent:** Monday, 18 June, 2018 4:37 PM  
**To:** 'Catherine Chong (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Catherine,

May I know if the report has been sent to us? I do not recall receiving it.

Thanks.

Best regards,

Kenneth Neo

E-Mail : [kennethneo@insightadjusters.com](mailto:kennethneo@insightadjusters.com)

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**From:** Catherine Chong (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Friday, 23 March 2018 2:26 PM

**To:** Kenneth Neo <[kennethneo@insightadjusters.com](mailto:kennethneo@insightadjusters.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)

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

**Subject:** RE: [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Kenneth,

Thank you for your email.

Dear Veron,

**FYNA. Our ref: CS/TP17022538/Avb**

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Kenneth Neo [<mailto:kennethneo@insightadjusters.com>]

**Sent:** Friday, 23 March, 2018 2:18 PM

**To:** 'Catherine Chong (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Catherine,

Please advise if the survey report and assessment is ready?

Thanks.

Best regards,

Kenneth Neo

E-Mail : [kennethneo@insightadjusters.com](mailto:kennethneo@insightadjusters.com)

**Insight Adjusters and Surveyors Pte Ltd**

(65) 6223 2008 • Fax : (65) 6226 2356

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**From:** Catherine Chong (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Monday, 27 November 2017 2:28 PM

**To:** Kenneth Neo <[kennethneo@insightadjusters.com](mailto:kennethneo@insightadjusters.com)>

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

**Subject:** RE: [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Mr Kenneth,

Thank you for the assignment.

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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**From:** Bryan Ang (LKKAuto) [<mailto:bryanang@lkkauto.com>]

**Sent:** Monday, 27 November, 2017 11:34 AM

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

**Subject:** FW: [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Catherine

Please arrange accordingly and update insight Adjusters.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Kenneth Neo [<mailto:kennethneo@insightadjusters.com>]

**Sent:** Monday, 27 November 2017 10:24 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Veron / Bryan,

Apologies I left out the contact number of Mr Tock:- **97608848**

Please assist to call him and arrange for the survey soonest, preferably by today or tomorrow.

Thank you.

Best regards,

Kenneth Neo

E-Mail : [kennethneo@insightadjusters.com](mailto:kennethneo@insightadjusters.com)

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**From:** Kenneth Neo

**Sent:** Friday, 24 November 2017 5:51 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Bryan Ang (LKKAuto)' <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** [IA2017-36578] Y/ref: Please advise || Ins: Changi Airport Group || Damage to vehicle due to failure of crash barrier on 12/11/2017

Dear Veron / Bryan,

We spoke with one of your colleagues earlier this afternoon. We would like to engage your good company to conduct a "Without Prejudice" vehicle damage assessment on one SJH 68U – please assess the repair cost but **do not authorise repair**.

We enclose the SAS Report and Repair Estimate herewith.

The car is presently at **53 UBI AVE 1 #03-53 SINGAPORE 408934**

Please contact Mr Tock for the inspection. Thanks.

Best regards,  
Kenneth Neo  
E-Mail : [kennethneo@insightadjusters.com](mailto:kennethneo@insightadjusters.com)

**Insight Adjusters and Surveyors Pte Ltd**

133 Cecil Street, #14-02  
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<http://www.insightadjusters.com>

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