

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 7 February 2018 10:18 AM
To: 'Ngian, Kelvyna'
Cc: SUR
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyan,

According to surveyor, the vehicle (front cabin) is extensively damaged, chassis slightly affected. Vehicle is safe to repair and unlikely to have any safety issue if the repairs are carried out in accordance to the manufacturer specifications using proper tools and equipments.

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)

From: Veron Chen (LKKAUTO)
Sent: Tuesday, 6 February 2018 9:40 AM
To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

We will check and revert.

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)

From: Ngian, Kelvyna [<mailto:Kelvyna.Ngian@sg.gaig.com>]
Sent: Tuesday, 6 February 2018 9:29 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018
Importance: High

Hi Veron

As this vehicle (chassis) is extensively damaged, please advise if there will be any safety issues even after repair? Will it pass LTA inspection?

Thanks
Kelvyna

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, January 31, 2018 2:15 PM
To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

According to surveyor, common practice to repair on lump sum for such heavy commercial vehicle even if the vehicle is relatively new. Part by Part repairs are rarely carried out due to non-availability of parts as repairers or stocklist do not stock parts of such type of vehicle due to the bulky nature of the parts.

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)

From: Ngian, Kelvyna [<mailto:Kelvyna.Ngian@sg.gaig.com>]
Sent: Tuesday, 30 January 2018 6:21 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Hi Veron

Could you advise us for commercial vehicles of such is it a practice to repair on part by part?
What is the common practice for commercial repairs of such for < 1 year old and those < 2 year old.

Await your advice

Thanks
Kelvyna

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, January 30, 2018 9:45 AM
To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

Have check with Hua Hong their best price for this repair at Lump Sum \$68K.

According to insured they want the vehicle repair at part by part.

Kindly update OI on the status.

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)

From: Ngian, Kelvyna [<mailto:Kelvyna.Ngian@sg.gaig.com>]

Sent: Tuesday, 30 January 2018 8:48 AM

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

Cc: SUR <sur@lkkauto.com>

Subject: RE: Accident involving XE1625E on 09/01/2018

Importance: High

Hi Veron

Thanks for your assistance.

Can you check back again with Hua Hong their best price for this repair.

Thanks

Kelvyna

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Friday, January 26, 2018 10:18 AM

To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

Enclosed preliminary revised of vehicle XE 1625E

Date of survey: 16/1/2018

We have check with Hua Hong, they are able to undertake the repair at part by part not exceeding \$85K

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)

From: Veron Chen (LKKAUTO)
Sent: Friday, 26 January 2018 9:24 AM
To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

OI checking on the status.

Pending for your further instruction.

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)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 25 January 2018 3:35 PM
To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

OI checking on the status.

Pending for your further instruction.

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)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 25 January 2018 11:45 AM
To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

Please call me back.

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)

From: Veron Chen (LKKAuto)
Sent: Monday, 22 January 2018 5:09 PM
To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

Noted.

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)

From: Ngian, Kelvyna [<mailto:Kelvyna.Ngian@sg.gaig.com>]
Sent: Monday, 22 January 2018 3:47 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: FW: Accident involving XE1625E on 09/01/2018

Thanks Veron

Could you check with Woon Meng Motor Pte Ltd (6316 1131) or Vin's Motor if they are able to carry out the repair.

Regards
Kelvyna

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Monday, January 22, 2018 3:05 PM
To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

The economical repair limit as follows:

Market Value :\$130,000.00 (EST)

LTA Rebate :\$ 23,229.00

Nett Value :\$106,771.00

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)

From: Ngian, Kelvyna [<mailto:Kelvyna.Ngian@sg.gaig.com>]

Sent: Monday, 22 January 2018 2:16 PM

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

Cc: SUR <sur@lkkauto.com>

Subject: RE: Accident involving XE1625E on 09/01/2018

Hi Veron

Could you give us the economical repair limit

Thanks

Kelvyna

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Monday, January 22, 2018 11:02 AM

To: Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>

Cc: SUR <sur@lkkauto.com>

Subject: FW: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

We refer to our below email, kindly advised.

Insured chasing.

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)

From: Veron Chen (LKKAuto)

Sent: Friday, 19 January 2018 5:42 PM

To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>; SUR <sur@lkkauto.com>

Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

According to repairer, they are unable to undertake to repair the vehicle. See email attached.

Please kindly advised.

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)

From: Veron Chen (LKKAuto)

Sent: Wednesday, 17 January 2018 4:51 PM

To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>; SUR <sur@lkkauto.com>

Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

Please be informed that we have inspected the vehicle on 16/1/2018.

We are pending documents from repairer.

Will revert shortly.

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)

From: Admin-D (LKKAuto)

Sent: Tuesday, 16 January 2018 10:05 AM

To: 'Ngian, Kelvyna' <Kelvyna.Ngian@sg.gaig.com>; SUR <sur@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>

Subject: RE: Accident involving XE1625E on 09/01/2018

Dear Kelvyna,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Ngian, Kelvyna [<mailto:Kelvyna.Ngian@sg.gaig.com>]

Sent: Monday, 15 January, 2018 5:00 PM

To: 'SUR' <sur@lkkauto.com>; Ashley Chong (LKK Auto) <admin-d@lkkauto.com>

Subject: OD : Accident involving XE1625E on 09/01/2018

Dear team

Please conduct OD survey as per below at Kim Soon Lee premises.

Thanks
Kelvyna

From: jouis [<mailto:jouis@jinauto.com.sg>]
Sent: Monday, January 15, 2018 3:29 PM
To: Ng, Sharon <Sharon.Ng@sg.gaig.com>; Ngian, Kelvyna <Kelvyna.Ngian@sg.gaig.com>
Subject: FW: Accident involving XE1625E on 09/01/2018

Dear Sharon

Please arrange surveyor's to conduct the Own damage survey at

Kim Soon Lee Pte Ltd
Kim Soon Lee Logistics (S) Pte Ltd
200 Bedok South Ave 1
Singapore 469331
Tel: 6741 2222 *Gwendolyn Chen*

Thank you & Best Regards,
Jouis Seow
Jin Auto Services Pte Ltd
Blk 14 #01-412 Defu Lane 10
Singapore 539195.

Tel : (65) 62898126
Fax : (65) 62870590
Email : jouis@jinauto.com.sg

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The content of this e-mail message and any attachments are confidential and may be legally privileged, intended solely for the addressee. If you are not the intended recipient, be advised that any use, dissemination, distribution, or copying of this e-mail is strictly prohibited. If you receive this message in error, please notify the sender immediately by reply email and destroy the message and its attachments.