

ASS. REC. BY

REF

CS/ICS18017571 / d3 Special Instructions

Surveyor

merimen

ASSIGNMENT (Office)

From (Person)

Janice Goh

of

ICS

Date/Time 26/9/18 @ 5.30pm

Estimated Cost:

Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No.

GBH 5109Y

Insured:

At Workshop to/

Auto Germany

Tel: 9247 8842

of

23 kaki Bkt Ave 4 # 04-01

Policy No.

Claim No:

DMCV1800027H/JG

Sum Insured

Excess:

\$ 2,000.00

Make of Veh:

(Client's Record)

D.O.A. 24/09/18

CA / REV / REF / REV 24 HRS

B.O.D. Endorsement

Date/Time:

10:08am @ 27/9/18

Person Contacted:

Vincent

Vehicle IN / OUT

Date/Time	Action/Instruction (✓) Estimate
	GBH 5109Y-X
27/9/18-	VNI yet
2/10/18-	Received email from wlp to cancel case.
	Reverted through email & closed case in merimen
	2/10/18

Nivitha (LKK Auto)

From: motorsurvey <motorsurvey@ecics.com.sg>
Sent: Wednesday, 26 September 2018 5:30 PM
To: vincent.sim@alpinemotors.sg; 'assignments'
Cc: motorsurvey
Subject: RE: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018
Attachments: GBH5109Y- OWN DAMAGED.PDF; GBH5109Y _ESTIMATE PG 2.jpg; GBH5109Y _ESTIMATE PG 1.jpg

Hi Vincent

Thank you for your email.
We will appoint LKK for OD survey.

Aside LKK

Please assist to arrange OD survey.
Policy Excess \$2,000.00 and our claim no DMCV1800027H/JG.

Thank you.

Regards,
Janice Goh
Claims Division
DID: +65 6303 0182
FAX: +65 6338 9267

ECICS Limited
10 Eunos Road 8, Singapore Post Center #09-04A, Singapore 408600

WITH IMMEDIATE EFFECT FOR ALL PRE-REPAIR INSPECTION/SURVEY, please email to motorsurvey@ecics.com.sg directly.

Please bear with us should we take longer to response as we are currently experiencing a high volume of claims. Thank you for your kind patience and understanding.

From: Vincent Sim [mailto:vincent.sim@alpinemotors.sg]
Sent: Wednesday, 26 September, 2018 3:01 PM
To: motorsurvey
Cc: Janice Goh Siew Geok (ECICS, Claims)
Subject: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

Janice,
Kindly let me know who are you sending for survey. As this van owner is still driving, we have to make arrangement for him to come in for the survey

Regards,
Vincent Sim- Claims Dept

vincent.sim@alpinemotors.sg

65113022 ext 343

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Nivitha (LKK Auto)

From: Nivitha (LKK Auto) <admin-d@lkkauto.com>
Sent: Tuesday, 2 October 2018 9:57 AM
To: 'Janice Goh Siew Geok (ECICS, Claims)'; ASSIGNMENTS@LKKAUTO.COM
Cc: 'SUR'; 'motorsurvey'
Subject: RE: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018
Attachments: fw: Re: SPAM-LOW: Re: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED ... (48.7 KB)

Dear Sir/Mdm,

Kindly refer to the attached email.

Hence we will close this case at our end without billing.

BEST REGARDS,
G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Nivitha (LKK Auto) [mailto:admin-d@lkkauto.com]
Sent: Thursday, 27 September 2018 10:14 AM
To: 'motorsurvey' <motorsurvey@ecics.com.sg>; 'ASSIGNMENTS@LKKAUTO.COM' <ASSIGNMENTS@LKKAUTO.COM>
Cc: 'SUR' <sur@lkkauto.com>
Subject: RE: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,
G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: motorsurvey [mailto:motorsurvey@ecics.com.sg]
Sent: Wednesday, 26 September 2018 5:30 PM
To: vincent.sim@alpinemotors.sg; 'assignments' <assignments@lkkauto.com>
Cc: motorsurvey <motorsurvey@ecics.com.sg>
Subject: RE: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

Hi Vincent

Thank you for your email.
We will appoint LKK for OD survey.

Nivitha (LKK Auto)

From: Vincent Sim <vincent.sim@alpinemotors.sg>
Sent: Tuesday, 2 October 2018 9:36 AM
To: Janice Goh Siew Geok; LKK
Cc: Kelvin Chew; suhaimi@alpinemotors.sg
Subject: fw: Re: SPAM-LOW: Re: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

Dear All,
FYI

Regards,
Vincent Sim- Claims Dept

vincent.sim@alpinemotors.sg

65113022 ext 343

From: "Fashion Trade" <fashiontrade@singnet.com.sg>
Sent: Tuesday, October 02, 2018 9:31 AM
To: vincent.sim@alpinemotors.sg
Cc: "F T Office" <fashiontrade@singnet.com.sg>
Subject: Re: SPAM-LOW: Re: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

Dear Vincent

Please call off the claim.
As it is very difficult for an old man to bear the cost of \$2K.
We decided to repair it outside.

Thank you
Samuel

Sent from my iPhone

On 2 Oct 2018, at 9:04 AM, Vincent Sim <vincent.sim@alpinemotors.sg> wrote:

Dear Mr Ng ,
kindly confirm that you want to close this case and repair on your own instead of Own Damaged claim , as we are still waiting for the survey to be carry out on your vehicle .

Kindly get back to be asap.

Regards,
Vincent Sim- Claims Dept

vincent.sim@alpinemotors.sg

65113022 ext 343

From: "Fashion Trade" <fashiontrade@singnet.com.sg>

Sent: Thursday, September 27, 2018 5:22 PM

To: vincent.sim@alpinemotors.sg

Subject: SPAM-LOW: Re: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

Dear Vincent

According to the driver, he signal to the left and the other party car in at a very high speed which causes the collision.

Can we still claim the insurance if we repair outside.

We are trying to help this old man who just work for us only couple of days and we hope can advice us a better way to solve this problem.

Thank you

Sent from my iPhone

On 27 Sep 2018, at 10:34 AM, Vincent Sim <vincent.sim@alpinemotors.sg> wrote:

Dear Sir,

You saw the video , this is a side swipe not possible to claim the other party , Is either you do Own Damaged or repair on your own , the other party might claim against you, as for the excess you need not pay if you decided to repair on yourself outside - another option

Regards,

Vincent Sim- Claims Dept

vincent.sim@alpinemotors.sg

65113022 ext 343

From: "Fashion Trade" <fashiontrade@singnet.com.sg>

Sent: Thursday, September 27, 2018 11:29 AM

To: vincent.sim@alpinemotors.sg

Subject: Re: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

Dear Vincent

Can we claim the other party's insurance?

Since our van was hit by the other driver?

Please advise

Thanks

Sent from my iPhone

On 27 Sep 2018, at 10:09 AM, Vincent Sim <vincent.sim@alpinemotors.sg> wrote:

Mr Ng,

Fyi .

Please assist to arrange OD survey.
Policy Excess \$2,000.00 and our claim no DMCV1800027H/JG.

Thank you.

Regards,
Janice Goh
Claims Division
DID: +65 6303 0182
FAX: +65 6338 9267

ECICS Limited
10 Eunos Road 8, Singapore Post Center #09-04A, Singapore 408600

Regards,
Vincent Sim- Claims Dept

vincent.sim@alpinemotors.sg

65113022 ext 343

From: "motorsurvey" <motorsurvey@ecics.com.sg>
Sent: Wednesday, September 26, 2018 6:32 PM
To: "vincent.sim@alpinemotors.sg" <vincent.sim@alpinemotors.sg>, "assignments" <assignments@lkkauto.com>
Cc: "motorsurvey" <motorsurvey@ecics.com.sg>
Subject: RE: GBH5109Y - OPEL COMBO 1.6 - ECICS - OWN DAMAGED CLAIM- DOA 24-9-2018

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<GBH5109Y- OWN DAMAGED.PDF>

<GBH5109Y _ESTIMATE PG 2.jpg>

<GBH5109Y _ESTIMATE PG 1.jpg>

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