

Veron Chen (LKKAuto)

From: ASM Yandy <yandy@asmauto.com.sg>
Sent: Thursday, 28 March 2019 11:02 AM
To: Veron Chen (LKKAuto)
Cc: SUR; ASM Jaclyn; Rasul (LKKAuto)
Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8
Attachments: GBH5608Z DA.pdf

Dear Veron,

Kindly find attached DA for your necessary.

Thank you.

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Yandy Ang

Motor Claims and Safety Officer

ASM Automotive Services Pte Ltd

No. 13 Pioneer Sector 1, Singapore 628424

Tel: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: ASM Jaclyn <jaclynlai@asmauto.com.sg>
Sent: Monday, 18 February, 2019 10:23 AM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: ASM Yandy <yandy@asmauto.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

Noted with thanks

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



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

Sent: Monday, 18 February 2019 10:15 AM

To: ASM Jaclyn; Rasul (LKKAUTO)

Cc: ASM Yandy; SUR

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Jaclyn,

Yes

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Monday, 18 February 2019 10:06 AM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>

Cc: ASM Yandy <yandy@asmauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

Noted. Invoice and DV send to China Taiping directly?

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



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

Sent: Monday, 18 February 2019 9:52 AM

To: ASM Jaclyn; Rasul (LKKAuto)

Cc: ASM Yandy; SUR

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Jaclyn,

Re-confirmed amount \$15,321.50 before excess \$350/-

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Tuesday, 12 February 2019 10:59 AM

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

Cc: ASM Yandy <yandy@asmauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

Kindly revert by today.

Thank you.

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



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

Sent: Monday, 11 February 2019 10:08 AM

To: ASM Jaclyn; Rasul (LKKAuto)

Cc: ASM Yandy; SUR

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Jaclyn,

Will check with Rasul.

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Monday, 11 February 2019 10:05 AM

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

Cc: ASM Yandy <yandy@asmauto.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

Good morning. Happy New Year to you.

Any update on the finalization?

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



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

Sent: Friday, 1 February 2019 2:49 PM

To: ASM Jaclyn; Rasul (LKKAuto)

Cc: ASM Yandy; SUR

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Jaclyn,

Kindly on hold on the finalise.

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Thursday, 31 January 2019 10:31 AM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: ASM Yandy <yandy@asmauto.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Rasul,

Thanks for your confirmation. Kindly advise DV and invoice send to your office or China Taiping?

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068



From: Rasul (LKKAUTO) [<mailto:Rasul@lkkauto.com>]

Sent: Thursday, 31 January 2019 10:18 AM

To: ASM Jaclyn

Cc: ASM Yandy; Veron Chen (LKKAUTO)

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Hi Jacklyn,

Sorry, I missed the supplementary 1

Finalised amount of \$ 15,521.50 / 9 days of repair part by part is confirmed

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: ASM Jaclyn [<mailto:jaclynlai@asmauto.com.sg>]

Sent: Tuesday, 29 January, 2019 5:42 PM

To: Rasul (LKKAUTO)

Cc: ASM Yandy; Veron Chen (LKKAUTO)

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Rasul,

Finalise amount should be **P/P \$15,521.50** (before excess & GST). The calculation as below :

Spare part (1 st Quote)	:	\$	13,368.00
(+) Spare part (Supp Quote 1)	:	\$	1,296.00
			\$ 14,664.00
(+) Spare part (Supp Quote 2)	:	\$	3,773.85
			\$ 18,437.85
(-) Less 30%	:	\$	5,531.36
			\$ 12,906.50
(+) Special nett	:	\$	75.00
			\$ 12,981.50
(+) Labour (1 st Quote)	:	\$	1,940.00
			\$ 14,921.50
(+) Labour (Supp Quote 1)	:	\$	200.00

	\$	15,121.50
(+) Labour (Supp Quote 2)	: \$	400.00
	\$	15,521.50

Please confirm the amount. Thank you.

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Jacklyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: Rasul (LKKAUTO) [<mailto:Rasul@lkkauto.com>]

Sent: Monday, 28 January 2019 10:33 AM

To: ASM Jacklyn

Cc: ASM Yandy; Veron Chen (LKKAUTO)

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Hi Jacklyn,

Refer to attachment

Finalise amount is \$ 14,414.30 / 9 days of repair part by part

Kindly confirm

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: ASM Jacklyn [<mailto:jacklynlai@asmauto.com.sg>]

Sent: Wednesday, 23 January, 2019 1:13 PM

To: Rasul (LKKAUTO)

Cc: SUR; ASM Yandy; Veron Chen (LKKAuto)

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Rasul,

As spoken over the phone, we are agreed to reduce the labour charges to \$400/-.

Kindly send me your finalization amount.

Thank you.

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: ASM Jaclyn

Sent: Tuesday, 22 January 2019 2:54 PM

To: 'Rasul (LKKAuto)'

Cc: 'SUR'; ASM Yandy; 'Veron Chen (LKKAuto)'

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Rasul

Kindly refer attached photos.

Thanks.

Our office & workshop is now at No. 13 Pioneer Sector 1, Singapore 628424.

*****All contact numbers and fax number are remain unchanged.***

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: ASM Jaclyn
Sent: Tuesday, 22 January 2019 10:14 AM
To: 'Veron Chen (LKKAUTO)'
Cc: SUR; ASM Yandy; Rasul (LKKAUTO)
Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

We found the airbag warning light still lit up after we have changed both side airbag. Hence we perform computer diagnosis to check and found there are some parts need to change also.

Please find attached supplementary quote for your perusal and approval.

Thank you.

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.**
**All contact numbers and fax number are remain unchanged.*

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Thursday, 17 January 2019 4:42 PM
To: ASM Jaclyn
Cc: SUR; ASM Yandy; Rasul (LKKAUTO)
Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Jaclyn,

Offer finalise amount \$12,279.80 before excess \$350/-

No of days: 9 days

Please check and confirm.

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Tuesday, 15 January 2019 3:34 PM

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

Cc: SUR <sur@lkkauto.com>; ASM Yandy <yandy@asmauto.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

Please refer attached towing invoice. Your calculation seems wrong.

Kindly check & revert.

Thanks.

*Our office & workshop is now at **No. 13 Pioneer Sector 1, Singapore 628424.***

***All contact numbers and fax number are remain unchanged.*

Best Regards,

Jaclyn Lai

Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: www.asmauto.com.sg



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

Sent: Tuesday, 15 January 2019 11:37 AM

To: ASM Jaclyn; Rasul (LKKAuto)

Cc: SUR; ASM Yandy

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Jaclyn,

Offer finalise amount \$12,209.80 before excess \$350

No of days: 9 days

Please check and confirm.

Kindly provide us towing receipt.

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Friday, 28 December 2018 5:49 PM

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

Cc: SUR <sur@lkkauto.com>; ASM Yandy <yandy@asmauto.com.sg>

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

Noted with thanks

*****Please be informed that our company will be closed from 29/12/18 to 31/12/18 for relocation.***

*****With effect from 02/01/19, our office & workshop will be relocated to No. 13 Pioneer Sector 1, Singapore 628424.***

*****All contact numbers and fax numbers will remain unchanged.***

Thanks for your continuous support. 😊

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705

Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068

Web: www.asmauto.com.sg



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

Sent: Friday, 28 December 2018 5:15 PM

To: ASM Jaclyn; Rasul (LKKAuto)

Cc: SUR

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Jaclyn,

Vehicle excess \$350/-

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: ASM Jaclyn <jaclynlai@asmauto.com.sg>

Sent: Friday, 28 December 2018 3:01 PM

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

Subject: RE: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Veron,

Kindly refer to the attached supplementary quote which have been surveyed by Rasul on 26.12.2018.

Meanwhile, kindly re-confirm the excess amount from China Taiping. Thank you

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705

Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068

Web: www.asmauto.com.sg



From: Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]

Sent: Monday, 10 December 2018 4:04 PM

To: ASM Jaclyn; assignments; SUR

Cc: Elaine Cheong; Alfred Toh; Chee So Chow; Vitesse Insurance; Vitesse solutions

Subject: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Sirs

We refer to your email pertaining to the above matter.

Please note that we shall be appointing M/s LKK Auto Consultants Pte Ltd to survey Insured's vehicle.

Aside to M/s LKK Auto Consultants Pte Ltd, please assist to arrange for the survey.

Section I Excess \$3,350.00 (\$350.00 + \$3,000.00) is applicable for this claim.

Aside to Elaine, please assist to create the Meriemn folder when you are back to office.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: +65 6389 6183
FAX: +65 6224 7478/6224 7175
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com
www.sg.cntaiping.com



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From: ASM Jaclyn [<mailto:jaclynlai@asmauto.com.sg>]

Sent: Monday, December 10, 2018 1:54 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: Own Damaged Claim: GBH5608Z (Sibre Brakes (S.E.A) Pte Ltd) ; DOA: 29.11.2018 - SNM18D05595C01/8

Dear Sir / Madam,

Our client, the owner of vehicle GBH 5608 Z wish to file claim under their own insurance policy.

We hereby append a copy of our estimate and SAS for your kind perusal. Kindly arrange survey for the said vehicle.

Thank you.

Best Regards,

Jaclyn Lai

Customer Service & Motor Claims Executive

ASM Automotive Services Pte Ltd

No. 2 Kwong Min Road, Singapore 628705

Hp: 9236 8218 | Tel: 6265 0980 | Fax: 6265 6068

Web: www.asmauto.com.sg



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