

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 22 June 2020 10:52 am  
**To:** Guo Qiang (LKKAuto)  
**Subject:** RE: SLM5355H (TP: First Capital)

Hi Guo Qiang,

Kindly assist the below email.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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**From:** CuiPing (Ms Lee) <cuiping@carway.com.sg>  
**Sent:** Friday, 19 June 2020 5:59 pm  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Subject:** Re: SLM5355H (TP: First Capital)

Dear Shirley,

My boss is appealing on the n/s rear fender. Pls assist to appeal for us to close the case.

Thank you.

**Best Regards,**

◆ **CuiPing (Ms Lee)** ◆



[www.carway.com.sg](http://www.carway.com.sg)

**Office:** (+65) 6744 0777 | **Fax:** (+65) 6744 2377 | **Mobile:** (+65) 8588 0777

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On 2020-06-19 17:45, Shirley Hiew (LKK Auto) wrote:

Dear Cui Ping,

Any update?

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** CuiPing (Ms Lee) <cuiping@carway.com.sg>  
**Sent:** Friday, 29 May 2020 2:10 pm  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Subject:** Re: SLM5355H (TP: First Capital)

Hi Shirley,

My boss wished to look into the file again. We shall reply you not later 4/6/2020.

Thank you.

**Best Regards,**

◆ CuiPing (Ms Lee) ◆



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On 2020-05-29 14:06, Shirley Hiew (LKK Auto) wrote:

Dear Cui Ping,

Any update?

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 28 May 2020 3:37 pm  
**To:** CuiPing (Ms Lee) <[cuiping@carway.com.sg](mailto:cuiping@carway.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Subject:** RE: SLM5355H (TP: First Capital)

Dear Cui Ping,

Any update?

Thank you.

Best Regards,

Shirley Hiew | Case Handler

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Wednesday, 27 May 2020 11:17 am  
**To:** CuiPing (Ms Lee) <[cuiping@carway.com.sg](mailto:cuiping@carway.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Subject:** RE: SLM5355H (TP: First Capital)

Dear Cui Ping,

Kindly confirm the finalize with us as soon as possible.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Tuesday, 26 May 2020 2:13 pm  
**To:** CuiPing (Ms Lee) <[cuiping@carway.com.sg](mailto:cuiping@carway.com.sg)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Subject:** RE: SLM5355H (TP: First Capital)

Dear Cui Ping,

Kindly confirm the finalize with us as soon as possible.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Guo Qiang (LKKAUTO) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Sent:** Thursday, 21 May 2020 1:11 pm  
**To:** CuiPing (Ms Lee) <[cuiiping@carway.com.sg](mailto:cuiiping@carway.com.sg)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** 回复: SLM5355H (TP: First Capital)

Dear CuiPing,

Finalize COR \$5700 before GST @ 7 working days.

Regards,

Guo Qiang



发件人: CuiPing (Ms Lee) <[cuiping@carway.com.sg](mailto:cuiping@carway.com.sg)>

发送时间: 2020年4月28日 14:14

收件人: Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

抄送: Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

主题: Re: SLM5355H (TP: First Capital)

Dear Shirley,

In view of the finalization amount has been grossly reduced, we have studied through the case carefully.

Attached some of the photos we have in file for your better reference. We also highlighted some damaged parts which can be clearly seen from the photos in the GIA Report (reported in LKK office).

Besides the above, we also disputed on some of the parts' prices and we have re-confirmed it with 1 of the major supplier - JAE Auto Pte Ltd (attached)

Kindly look into the matter and review accordingly.

Thank you.

**Best Regards,**

◆ CuiPing (Ms Lee) ◆



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On 2020-04-23 11:24, CuiPing (Ms Lee) wrote:

Dear Shirley,

Management is looking into the proposed final settlement amount. My boss disagreed to accept at this point in time.

We will reply you soon.

Thank you.

**Best Regards,**

◆ CuiPing (Ms Lee) ◆



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On 2020-04-23 11:12, Shirley Hiew (LKK Auto) wrote:

Hi Cui Ping,

Any update for the confirmation finalize?

L/S \$ 3,400.00/7 days.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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---

**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Friday, 17 April 2020 10:42 am  
**To:** CuiPing (Ms Lee) <[cuiping@carway.com.sg](mailto:cuiping@carway.com.sg)>  
**Cc:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SLM5355H (TP: First Capital)

Hi Cui Ping,

Any update for the confirmation finalize?

L/S \$ 3,400.00/7 days.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

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---

**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Wednesday, 18 March 2020 11:55 am  
**To:** CuiPing (Ms Lee) <[cuiping@carway.com.sg](mailto:cuiping@carway.com.sg)>  
**Cc:** Guo Qiang (LKKAuto) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: SLM5355H (TP: First Capital)

Dear Cui Ping,

Enclosed the estimate. Kindly check & revert us as soon as possible.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** CuiPing (Ms Lee) <[cui ping@carway.com.sg](mailto:cui ping@carway.com.sg)>  
**Sent:** Tuesday, 17 March 2020 12:21 pm  
**To:** Guo Qiang (LKKAUTO) <[GuoQiang@lkkauto.com](mailto:GuoQiang@lkkauto.com)>  
**Cc:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Subject:** Re: SLM5355H (TP: First Capital)

Dear Mr Guo Qiang,

Pls assist to provide the revised estimate completed by your firm. I need to submit to management for approval.

Thank you.

**Best Regards,**

◆ **CuiPing (Ms Lee)** ◆



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On 2020-03-16 09:21, Guo Qiang (LKKAUTO) wrote:

Dear CuiPing,

Finalize COR \$3400 before GST @ 7 working days.

Regards,

Guo Qiang

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**From:** CuiPing (Ms Lee) [<mailto:cui ping@carway.com.sg>]  
**Sent:** Monday, 20 January, 2020 5:59 PM  
**To:** Guo Qiang (LKKAuto)  
**Subject:** SLM5355H (TP: First Capital)

Dear Guo Qiang,

Writing to follow-up on the finalization on repair cost and number of days.

Thank you.

**Best Regards,**

◆ CuiPing (Ms Lee) ◆



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