

Shirley Hiew (LKK Auto)

From: Carfeels <carfeels@gmail.com>
Sent: Monday, 27 April 2020 12:34 pm
To: Shirley Hiew (LKK Auto)
Subject: Re: SGM 3813A OD (CTI) DOA - 06/06/2019
Attachments: Amended invoice.pdf; DV.pdf

Dear Shirley,

Please take a look and let me know if the attached documents are sufficient.

Thank you and stay safe.

Best Regards,
Melissa Chua

Carfeels Pte Ltd
160 Sin Ming Drive
#05-18 Sin Ming Autocity
Singapore 575722
Tel: 6452 8817
Fax: 6452 9817
www.carfeels.com.sg

facebook.com/CarfeelsPteLtd

On Mon, Apr 27, 2020 at 11:46 AM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Melissa,

Confirm L/S \$ 30,000.00 @ 24 days of repairs before excess \$ 1,500/- & GST.

Parts	- \$ 36,921.00 (less 10%) = \$ 33,228.90
Labour	- \$ 4,615.00
Total	- \$ 37,843.90 (less 20% lump sum) = \$ 30,275.12
Round off	= \$ 30,000.00

Please do re-amend Policy number & indicate the repair cost inclusive 7% GST after Excess in discharge voucher.

Final invoice please indicate the parts items, labour & prices based on our surveyor marking inclusive 7% GST after Excess.

Kindly update 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 | 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.

From: Carfeels <carfeels@gmail.com>
Sent: Thursday, 23 April 2020 4:48 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: Re: SGM 3813A OD (CTI) DOA - 06/06/2019

Dear Shirley,

Based on our Tax invoice, the actual amount was \$46,976 before GST. However based on owner's agreement to undertake this repair at \$30,000 (before excess and GST), we had adjusted down the amount.

As per your previous email, the amount is only \$26,600 (less of excess). I do not think this is reasonable.

Please let me know who I can bring this matter up to, or I should get the owner to contact the insurers directly.

Thank you.

Best Regards,
Melissa Chua

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On Thu, Apr 23, 2020 at 4:08 PM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Melissa,

Please confirm L/S \$ 28,100.00 @ 24 days of repairs before excess \$ 1,500/- & GST.

Parts - \$ 33,898.00 (less 10%) = \$ 30,508.20

Labour - \$ 4,615.00

Total - \$ 35,123.20 (less 20% lump sum) = \$ 28,098.56

Round off = \$ 28,100.00

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Shirley Hiew (LKK Auto)
Sent: Monday, 18 November 2019 4:40 pm
To: 'Carfeels' <carfeels@gmail.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SGM 3813A OD (CTI) DOA - 06/06/2019

Dear Melissa,

Based on your email dated 13/11/2019, Kindly Cc. the email address – sur@lkkauto.com next time in case I not around.

As instructed by our client , please proceed to repair the insured vehicle **SGM 3813A** **Not Exceeding Repair Limit \$ 30,000/- or whichever lower**, (Excess \$ 1,500/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Thank you.

Best Regards,

Shirley Hiew | 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: Carfeels <carfeels@gmail.com>
Sent: Wednesday, 13 November 2019 9:19 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: Re: SGM 3813A OD (CTI) DOA - 06/06/2019

Hi Shirley,

Please see attached signed letter.

Thank you.

Best Regards,
Melissa Chua

Carfeels Pte Ltd
160 Sin Ming Drive
#05-18 Sin Ming Autocity
Singapore 575722

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On Wed, Nov 6, 2019 at 2:52 PM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Melisa,

As spoken, according to the China Taiping instruction, kindly inform insured to sign the undertaking letter.

Kindly revert us as soon as possible since we need to seek authorize approval from China Taiping.

Thank you.

Best Regards,

Shirley Hiew | 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)