

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Friday, 29 May 2020 9:09 AM
To: Dickson Poh
Cc: sokjye.lee@choonheng.com.sg; 'cynthia.tham'
Subject: RE: ***SPAM*** RE: Accident between XE2357Y & SMG6395E

Dear Dickson,

Thanks for your respond.

Please submit all your relevant documents to AIG

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Dickson Poh <dickson.poh@choonheng.com.sg>
Sent: Tuesday, 26 May 2020 10:21 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: sokjye.lee@choonheng.com.sg; 'cynthia.tham' <cynthia.tham@choonheng.com.sg>
Subject: RE: ***SPAM*** RE: Accident between XE2357Y & SMG6395E

Dear Denise,

Acknowledge your mail and accept your claim with many thanks.

Appreciate your effort and sorry for the long delay.

Thanks & Best Regards

Dickson Poh

CHOON HENG LOGISTICS PTE LTD

1 Tuas Avenue 20
Singapore 638832
Main (65) 6302 1999
Fax (65) 6863 3101
Email : dickson.poh@choonheng.com.sg
Website www.choonheng.com.sg



This email and any files transmitted with it contain confidential information and is intended solely for the use of the addressee. Please notify the sender if you have received this e-mail by mistake and delete it from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, 26 May 2020 9:50 AM
To: Dickson Poh <dickson.poh@choonheng.com.sg>
Cc: sokjye.lee@choonheng.com.sg
Subject: RE: ***SPAM*** RE: Accident between XE2357Y & SMG6395E

Dear Dickson,

Our surveyor has review the case. Marking also agreed by Jolene previously.(labour at \$750)

After calculating, the final repair cost amount is \$3633.96, 3 repair days.

Please acknowledge

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Dickson Poh <dickson.poh@choonheng.com.sg>
Sent: Friday, 22 May 2020 3:05 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: sokjye.lee@choonheng.com.sg
Subject: RE: ***SPAM*** RE: Accident between XE2357Y & SMG6395E

Hi Denise,

Sorry for the delay.

Please kindly see above attached for the parts replace after the accident.

Thanks & Best Regards

Dickson Poh

CHOON HENG LOGISTICS PTE LTD

1 Tuas Avenue 20
Singapore 638832
Main (65) 6302 1999
Fax (65) 6863 3101
Email : dickson.poh@choonheng.com.sg
Website www.choonheng.com.sg



This email and any files transmitted with it contain confidential information and is intended solely for the use of the addressee. Please notify the sender if you have received this e-mail by mistake and delete it from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.

From: Dickson Poh <dickson.poh@choonheng.com.sg>
Sent: Tuesday, 19 May 2020 3:09 PM
To: 'Denise Tay (LKKAUTO)' <denisetay@lkkauto.com>
Cc: 'sokjye.lee@choonheng.com.sg' <sokjye.lee@choonheng.com.sg>
Subject: RE: ***SPAM*** RE: Accident between XE2357Y & SMG6395E

Hi Denise,

Good day to you,

Yes, we are arranging my driver to go over to my workshop side for the photo taking of the parts being repaired. Will send to you asap by these few days.

Sorry for the delay

Thanks & Best Regards

Dickson Poh

CHOON HENG LOGISTICS PTE LTD

1 Tuas Avenue 20
Singapore 638832
Main (65) 6302 1999
Fax (65) 6863 3101
Email : dickson.poh@choonheng.com.sg
Website www.choonheng.com.sg



This email and any files transmitted with it contain confidential information and is intended solely for the use of the addressee. Please notify the sender if you have received this e-mail by mistake and delete it from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Tuesday, 19 May 2020 2:59 PM
To: Dickson Poh <dickson.poh@choonheng.com.sg>
Cc: sokjye.lee@choonheng.com.sg
Subject: ***SPAM*** RE: Accident between XE2357Y & SMG6395E

Dear Dickson,

Any updates for this case as last spoken to you last week

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Dickson Poh <dickson.poh@choonheng.com.sg>
Sent: Wednesday, 13 May 2020 10:15 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: sokjye.lee@choonheng.com.sg
Subject: RE: Accident between XE2357Y & SMG6395E

Dear Denise,

Would you please kindly call me back at 9489 8856 for me to further understand this incident.

Thanks & Best Regards

Dickson Poh

CHOON HENG LOGISTICS PTE LTD

1 Tuas Avenue 20
Singapore 638832
Main (65) 6302 1999
Fax (65) 6863 3101
Email : dickson.poh@choonheng.com.sg
Website www.choonheng.com.sg



This email and any files transmitted with it contain confidential information and is intended solely for the use of the addressee. Please notify the sender if you have received this e-mail by mistake and delete it from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.

From: sokjye.lee@choonheng.com.sg <sokjye.lee@choonheng.com.sg>
Sent: Wednesday, 13 May 2020 8:59 AM
To: Dickson.poh@choonheng.com.sg
Subject: Accident between XE2357Y & SMG6395E

Thank you.

Best Regards,

Lee Sok Jye
Accounts Assistant

CHOON HENG LOGISTICS PTE LTD

1 Tuas Avenue 20
Singapore 638832
Main(65) 6302 1999
Fax (65) 6863 3101
Email sokjye.lee@choonheng.com.sg
Website www.choonheng.com.sg



From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, May 12, 2020 11:56 AM
To: sokjye.lee@choonheng.com.sg
Cc: 'Olivia Sia' <olivia.sia@choonheng.com.sg>
Subject: RE: Accident between XE2357Y & SMG6395E

Dear Sok Jye,

Understand the Jolene has left the company and you will be taking over her cases, therefore would like to follow up this case with you.

Previously this case, we have agree with Jolene on the marked estimate as attached, she told us no to submit this case 1st till vehicle is done for repair.

I would like to know if repair is done and can submit this case according to the insurance???

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto)

Sent: Thursday, 23 April 2020 9:42 AM

To: Jolene Cheng <jolene.cheng@choonheng.com.sg>

Cc: 'Olivia Sia' <olivia.sia@choonheng.com.sg>

Subject: RE: Accident between XE2357Y & SMG6395E

Dear Jolene,

Please update on repair status.

Insurance is pressing me for the report

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto)

Sent: Wednesday, 26 February 2020 11:48 AM

To: Jolene Cheng <jolene.cheng@choonheng.com.sg>

Cc: 'Olivia Sia' <olivia.sia@choonheng.com.sg>

Subject: RE: Accident between XE2357Y & SMG6395E

Dear Jolene,

Is the vehicle done for repair? XE 2357Y

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

From: Jolene Cheng <jolene.cheng@choonheng.com.sg>
Sent: Tuesday, 5 November 2019 3:50 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: 'Olivia Sia' <olivia.sia@choonheng.com.sg>
Subject: RE: Accident between XE2357Y & SMG6395E

Dear Denise,

Please give us some time.

Thank you.

Best regards,

Jolene Cheng
Admin Assistant

CHOON HENG LOGISTICS PTE LTD
1 Tuas Avenue 20
Singapore 638832
Main (65) 6302 1999
DID (65) 6302 1982
Fax (65) 6863 3101
Email jolene.cheng@choonheng.com.sg
Website www.choonheng.com.sg



From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, November 5, 2019 3:37 PM
To: Jolene Cheng <jolene.cheng@choonheng.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: 'Olivia Sia' <olivia.sia@choonheng.com.sg>
Subject: RE: Accident between XE2357Y & SMG6395E

Dear Jolene,

Repair done?

Best Regards,

Denise Tay | 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: Jolene Cheng <jolene.cheng@choonheng.com.sg>
Sent: Friday, 11 October 2019 2:37 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: 'Olivia Sia' <olivia.sia@choonheng.com.sg>
Subject: RE: Accident between XE2357Y & SMG6395E

Dear Denise,

Our workshop is currently busy. Will do soon.

Thank you.

Best regards,

Jolene Cheng
Admin Assistant

CHOON HENG LOGISTICS PTE LTD

1 Tuas Avenue 20
Singapore 638832
Main (65) 6302 1999
DID (65) 6302 1982
Fax (65) 6863 3101
Email jolene.cheng@choonheng.com.sg
Website www.choonheng.com.sg



From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Friday, October 11, 2019 10:44 AM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>; Jolene Cheng <jolene.cheng@choonheng.com.sg>

Cc: 'Olivia Sia' <olivia.sia@choonheng.com.sg>

Subject: RE: Accident between XE2357Y & SMG6395E

Dear Jolene,

Just want to follow up, is the repair done?

Best Regards,

Denise Tay | 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: Rasul (LKKAuto) <Rasul@lkkauto.com>

Sent: Wednesday, 28 August 2019 10:12 AM

To: Jolene Cheng <jolene.cheng@choonheng.com.sg>

Cc: 'Yvonne Lim' <yvonnelim@visionlawllc.com>; 'Olivia Sia' <olivia.sia@choonheng.com.sg>;
rosli@ephraimtrucks.com; Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Subject: RE: Accident between XE2357Y & SMG6395E

Hi Jolene,

After discussing with my senior, we will offer amount for the labour of \$ 750

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)

From: Jolene Cheng [<mailto:jolene.cheng@choonheng.com.sg>]
Sent: Friday, 23 August, 2019 10:15 AM
To: SUR
Cc: Rasul (LKKAuto); 'Yvonne Lim'; 'Olivia Sia'; rosli@ephraimtrucks.com
Subject: Accident between XE2357Y & SMG6395E

Dear Survey Team,

We have a case between the owner of the vehicle: SMG6395E and our vehicle: XE2357Y. The estimate was reviewed by Mr Rasul and he could not agree to the labour charges at \$1,080. However, the labour charges include panel beating (\$300) , spray painting (\$300) as well as the dismantling and fixing back all the accident parts (\$200) which can easily approximately about \$800. However, Mr Rasul feels that the labour charges should be only \$400. Thus, we cannot come up with an agreement. Please advise what to do.

Thank you.

Best regards,

Jolene Cheng
Admin Assistant

CHOON HENG LOGISTICS PTE LTD
1 Tuas Avenue 20
Singapore 638832
Main (65) 6302 1999
DID (65) 6302 1982
Fax (65) 6863 3101
Email jolene.cheng@choonheng.com.sg
Website www.choonheng.com.sg

