

## Shirley Hiew (LKK Auto)

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**From:** Rasul (LKKAuto)  
**Sent:** Tuesday, 24 November 2020 4:14 pm  
**To:** Shirley Hiew (LKK Auto)  
**Subject:** RE: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Shirley,

Kindly refer below email that was drawn by Adrian

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,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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



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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Tuesday, 24 November, 2020 11:54 AM  
**To:** Rasul (LKKAuto)  
**Subject:** FW: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Rasul,

AIG requested breakdown on the labour and spray paint.

Kindly let me know whether can I revert the breakdown based on 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

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**From:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Sent:** Wednesday, 21 October 2020 9:22 am  
**To:** Boo seng yak <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Subject:** RE: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Mr Boo,

As spoken to Adrian, these are the breakdown of the labour and spray paint that was highlighted to me by Adrian :-

Labour :-

- 2 rear fender – 10 days
- 4 doors – 4 days
- Front fender RH – 1 day
- Front bumper – 1day

Total number of labour is 16 days = \$ 8000

Spray :-

- 4 doors – 2200
- 2 rear fenders – 1100
- 1 front fender – 550
- 1 rear end panel – 550
- 1 roof channel / door entrance etc , sill panel – 550
- 4 door handle – 400
- 1 wing mirror – 150

Total cost of spray panel is \$ 5500

Aside to Shirley, kindly assist to seek mandate.

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Best Regards,

**Rasul** | Assessor

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**From:** Boo seng yak [<mailto:boojohnny@gmail.com>]

**Sent:** Thursday, 8 October, 2020 2:50 PM

**To:** Rasul (LKKAuto)

**Subject:** Re: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Rasul,

I wish to inform you that I have spoken with Adrian few weeks ago, following from last year November 2019.

Please refer to Adrian and ask him to expedite closure with you for the labour charges.

Thank you!

Regards

Jb

On Thu, 8 Oct 2020, 14:15 Rasul (LKKAuto), <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)> wrote:

Hi Mr Boo,

Kindly assist

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Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

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**From:** Rasul (LKKAuto)  
**Sent:** Friday, 25 September, 2020 1:22 PM  
**To:** 'Boo seng yak'  
**Subject:** RE: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Mr Boo,

Kindly do the breakdown for the labour

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,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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**From:** Boo seng yak [<mailto:boojohnny@gmail.com>]  
**Sent:** Friday, 12 June, 2020 3:37 PM  
**To:** Rasul (LKKAuto)  
**Subject:** Re: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

|  |                                    |
|--|------------------------------------|
| 1. RHS front fender                    | \$550.00                           |
| 2. LHS/RHS front door                  | \$1100.00                          |
| 3. LHS/RHS rear door                   | \$1100.00                          |
| 4. LHS/RHS rear fender                 | \$1100.00 (Discounted from \$1600) |
| 5. Rear panel                          | \$550.00                           |
| 6. LHS/RHS drain channel               | \$550.00 (Discounted from \$1100)  |
| 7 LHS/RHS sill panel and door entrance | \$1100.00                          |
| 8. LHS/RHS roof channel                | \$550.00 (Discounted from \$1100)  |
| 9 Sealant/stonechip work               | \$100.00 (Discounted from \$3000)  |
| 10. Wing mirror                        | \$100.00                           |

TOTAL : \$6,800.00

Please take note that additional \$400.00 for 4 new door's internal respray is also not added in and how am I able to accept your offer of \$5500 for respray. Is it a reasonable offer ?

I await your favourable reply.

Best regards - jb

On Thu, Jun 4, 2020 at 11:25 AM Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)> wrote:

Hi Mr Boo,

Kindly refer to the email below

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,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

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**From:** Rasul (LKKAuto)  
**Sent:** Friday, 13 March, 2020 9:50 AM  
**To:** Boo seng yak  
**Subject:** RE: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Mr Boo,

With regards to this case, insurance query on the labour and the spray paint. To breakdown the labour and the spray paint.

Based on the figure, it was 8500 on the labour and 6700 for the spray paint. Can you assist to re-check again this labour and the spray paint again?

I did consult to Adrian and his opinion is labour 8000 and the spray paint is 5500. Kindly assist on this matter

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

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**From:** Boo seng yak [<mailto:boojohnny@gmail.com>]  
**Sent:** Wednesday, 12 February, 2020 3:34 PM  
**To:** Rasul (LKKAuto)  
**Subject:** Re: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Rasul, Shirley and all,,

A new set of revised estimate is attached. I have deleted the parts where photographs is not available.

Please confirm revised repair cost of \$40,521.92

Best regards - jb

On Wed, Feb 12, 2020 at 12:10 PM Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)> wrote:

Hi Mr Boo,

There are a few damage items photos not received

- 1) FENDER LEDGE COVER RH INNER
- 2) FENDER TOP LEDGE COVER RH OUTER
- 3) DOOR HANDLE TRIM PLATE DRIVER DOOR
- 4) REAR DOOR CATCH

Kindly assist

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Wednesday, 12 February, 2020 10:05 AM  
**To:** Rasul (LKKAuto)  
**Subject:** FW: FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

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:** Boo seng yak <[boojohnny@gmail.com](mailto:boojohnny@gmail.com)>

**Sent:** Wednesday, 15 January 2020 6:14 pm

**To:** Adrian Ling (LKKAuto) <[adrianling@lkkauto.com](mailto:adrianling@lkkauto.com)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>;  
SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; Carrine Leong  
<[carrine.leong@premiumauto.com.sg](mailto:carrine.leong@premiumauto.com.sg)>; [jiayee.yap@premiumauto.com.sg](mailto:jiayee.yap@premiumauto.com.sg); Chang Chee Sing  
<[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** FINAL REVISION - SMG733C - OD AIG - SURVEYED 16 SEP 19

Hi Adrian, Taufikh and all,

Revised estimate and B4 paint photographs is attached.

Please confirm repair cost of \$40,623.84 @ 28 days exclude 4 Sundays.

Your early closure is well appreciated.

Best regards - jb