

Shu Pei (LKKAuto)

From: Naz (LKKAuto)
Sent: Tuesday, 24 September 2019 11:07 AM
To: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses)
Cc: Bryan Ang (LKKAuto); Shu Pei (LKKAuto)
Subject: Re: Cases Pending for finalization
Attachments: FINALIZED.pdf

Dear Ms Lee,

Finalized Lump Sum Repair \$900.00 / 1 Repair Day subject to insurance approval.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses) <catherineleesc@smrt.com.sg>
Sent: Thursday, 19 September 2019 3:25 PM
To: Shu Pei (LKKAuto) <shupe@lkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>
Subject: RE: Cases Pending for finalization

Hi Shu Pei,

Noted, will look out for it.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Shu Pei (LKKAuto) [mailto:shupeilkkauto.com]
Sent: 19 September 2019 15:21
To: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses) <catherineleesc@smrt.com.sg>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>
Subject: RE: Cases Pending for finalization

Dear Catherine,

As spoken, we will prepare our survey report and send to you soonest.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses) <catherineleesc@smrt.com.sg>
Sent: Thursday, 19 September 2019 2:58 PM
To: Shu Pei (LKKAuto) <shupeilkkauto.com>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>
Subject: RE: Cases Pending for finalization

Hi Shu Pei,

We refer to the inserted email.

Can classify this case under independent since Naz had surveyed this bus?
Please advise.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Shu Pei (LKKAuto) [<mailto:shupeilkkauto.com>]

Sent: 10 June 2019 12:19

To: Catherine Lee Sau Chan (Auto Svcs/ARC/AR & SC/Buses) <catherineleesc@smrt.com.sg>; Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>

Subject: RE: Cases Pending for finalization

Dear Catherine / Audrey,

For the SMB 269C -did your sent email to FWD?

We didn't received this assignment from FWD.

Kindly verify.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

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

From: Naz (LKKAuto)

Sent: Monday, 3 December 2018 11:26 AM

To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses)) <catherineleesc@smrt.com.sg>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: Re: Cases Pending for finalization

Dear Ms Catherine,

All cases have been finalized and emailed to you except

SG 1725Z (AXA)

SMB 269C (FWD).

These 2 cases were not assigned to LKK. Kindly check at your end.

Thank you.

Best Regards,

Naz | Technical Investigator

LKK Auto Consultants

Phone: 6841-2157 | Email: Naz@lkkauto.com | Fax: 6256-4315

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

From: Bryan Ang (LKKAuto)

Sent: Tuesday, 27 November 2018 12:38 PM

To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses)); Naz (LKKAuto); SUR; Admin A

Cc: KKLau

Subject: RE: Cases Pending for finalization

Dear Catherine

Naz is on MC today.

Will get him to follow up when he is back tomorrow.

Dear Naz

Please work on the cases below asap.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))

[<catherineleesc@smrt.com.sg>](mailto:catherineleesc@smrt.com.sg)

Sent: Tuesday, 27 November 2018 11:37 AM

To: Naz (LKKAuto) [<Naz@lkkauto.com>](mailto:Naz@lkkauto.com); SUR [<sur@lkkauto.com>](mailto:sur@lkkauto.com); Admin A [<admin-a@lkkauto.com>](mailto:admin-a@lkkauto.com)

Cc: KKLau [<kklau@lkkauto.com>](mailto:kklau@lkkauto.com); Bryan Ang (LKKAuto) [<bryanang@lkkauto.com>](mailto:bryanang@lkkauto.com)

Subject: FW: Cases Pending for finalization

Hi Naz,

What is the outcome?

Best Regards

Catherine Lee

SMRT Automotive Services Pte Ltd

(Accident Repair Centre)

DID: 6866 2669 Fax: 6368 5592

catherineleesc@smrt.com.sg



From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))
Sent: 23 November 2018 17:43
To: 'Naz (LKKAuto)' <Naz@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: 'kklau@lkkauto.com' <kklau@lkkauto.com>; 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>
Subject: RE: Cases Pending for finalization

Hi Naz,

Would appreciate if you can finalise the following cases soonest possible.

TIB1169Z (BUS/05/18/1014) - China Tai Ping – Email sent on 06/06/18 (more than 5mths) ***LKK ref: CC3/CTI18009135/Sub3 [Ms Thin Thin](#)
SMB1471C (BUS/07/18/5022) – AIG – Email sent on 04/10/18
SG1725Z (BUS/10/18/7001) – AXA – Email sent on 22/10/18
SMB269C (BUS/09/18/7012) - FWD Insurance – Email sent on 23/10/18
SMB1542G (BUS/09/18/1046) - AXA– Email sent on 10/11/18 *** LKK REF: CC4/ASM18018209/Nwa3 [Ms Vivian](#)
SMB1477L (BUS/05/18/5037) – AIG – Revised email sent to Naz on 18/10/18 ***LKK ref: CC3/LCR18009711/sjb3 [Ms Joy](#)

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))
Sent: 20 November 2018 14:43
To: 'Taufikh (LKKAuto)' <Taufikh@lkkauto.com>; 'Naz (LKKAuto)' <Naz@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: 'kklau@lkkauto.com' <kklau@lkkauto.com>; 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>
Subject: FW: Cases Pending for finalization

To Whom it may Concern.

I have not received your confirmation on the repair cost of below cases yet.
Please expedite.

Taufikh

SMB1399D (BUS/07/18/7022) – AXA – Email sent on 25/09/18 (near 2mths)-Finalised on 22/11/18
SG1723D (BUS/05/18/5055) – AIG – Email sent on 25/09/18 (near 2mths) Ms Vivian ***LKK ref:
CC3/AIG18015836/T1wb3-Finalised on 22/11/18
SMB333A (BUS/08/18/7038) – AIG – Email sent on 08/10/18-Finalised on 22/11/18
SMB223J (BUS/07/18/1005) - AIG *** LKK REF: CC3/AIG18013034/T1wb3 – Email sent on 08/08/18 (more than 3mths) Finalised on 23/11/18

Naz

TIB1169Z (BUS/05/18/1014) - China Tai Ping – Email sent on 06/06/18 (more than 5mths) Ms Thin Thin ***LKK ref: CC3/CTI18009135/Sub3
SMB1471C (BUS/07/18/5022) – AIG – Email sent on 04/10/18
SG5786X (BUS/08/18/1032) – AXA – Email sent on 08/10/18 Finalised on 22/11/18
SMB1335M (BUS/07/18/1023) – AIG – Email sent on 10/11/18
SG1034J (BUS/08/18/1002) – AXA – Email sent on 10/11/18 Finalised on 22/11/18
SG1733A (BUS/08/18/1008) – AIG – Email sent on 10/11/18
SMB1529X (BUS/08/18/1015) – AIG – Email sent on 10/11/18

Rajan

SMB1542G (BUS/09/18/1046) - AXA– Email sent on 10/11/18

Thank you

Best Regards

Catherine Lee

SMRT Automotive Services Pte Ltd

(Accident Repair Centre)

DID: 6866 2669 Fax: 6368 5592

catherineleesc@smrt.com.sg



From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))

Sent: 13 November 2018 13:57

To: 'Taufikh (LKKAuto)' <Taufikh@lkkauto.com>; 'Naz (LKKAuto)' <Naz@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>

Subject: RE: Cases Pending for finalization

To Whom it may Concern.

Any updates on these cases below highlighted in yellow?

Please kindly advise.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))
Sent: 29 October 2018 16:03
To: 'Janice Lee (LKKAuto)' <JaniceLee@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Cases Pending for finalization

Hi Janice,

Thanks!

Aside to Bryan,

Please assist

Taufikh

SMB1399D (BUS/07/18/7022) – AXA – Email sent on 25/09/18

SG1723D (BUS/05/18/5055) – AIG – Email sent on 25/09/18

TIB1197S (BUS/08/18/7030) – MSIG – Email sent on 25/09/18 – Finalised on 25/10/2018

SMB333A (BUS/08/18/7038) – AIG – Email sent on 08/10/18

SMB223J (BUS/07/18/1005) - AIG *** LKK REF: CC3/AIG18013034/T1wb3 – Email sent on 08/08/18 (more than 2mths)

Rasul

SG1047Y (BUS/05/18/7021) – IDAC – Email sent on 18/07/18 – Finalised on 18/10/2018

Naz

TIB1169Z (BUS/05/18/1014) - China Tai Ping – Email sent on 06/06/18 (more than 4mths)

SG1042K (BUS/04/17/7007) – AIG – Email sent on 08/06/18 – Finalised on 23/10/2018

SMB1477L (BUS/05/18/5037) – AIG – Email sent on 08/06/18 – Finalised on 18/10/2018

SG5451L (BUS/08/18/5009) – AIG – Email sent on 14/08/18 (more than 2mths)

SMB1471C (BUS/07/18/5022) – AIG – Email sent on 04/10/18

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Janice Lee (LKKAuto) [<mailto:JaniceLee@lkkauto.com>]
Sent: 29 October 2018 15:45
To: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses)) <catherineleesc@smrt.com.sg>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Cases Pending for finalization

Dear Catherine,

For your information.

Thank you.

Best Regards,

Jannice Lee (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses)) [<mailto:catherineleesc@smrt.com.sg>]
Sent: Monday, October 29, 2018 3:42 PM
To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Naz (LKKAuto) <Naz@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Cases Pending for finalisation

Hi Bryan,

Please assist.

Our Claims Dept is chasing me for the repair invoice of the cases below.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))
Sent: 24 October 2018 16:06
To: 'Taufikh (LKK Auto)' <taufikh@lkkauto.com>; 'Naz (LKKAuto)' <Naz@lkkauto.com>
Cc: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Cases Pending for finalisation

Hi Taufikh/Naz

Would appreciate if you all can finalise the cases under your charge soonest possible.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))
Sent: 18 October 2018 12:25
To: 'Taufikh (LKK Auto)' <taufikh@lkkauto.com>; 'Rasul (LKKAuto)' <Rasul@lkkauto.com>; 'Naz (LKKAuto)' <Naz@lkkauto.com>
Cc: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

a@lkkauto.com>

Subject: RE: Cases Pending for finalisation

Hi All,

Please see updates below in blue.

Thank you

Best Regards
Catherine Lee
SMRT Automotive Services Pte Ltd
(Accident Repair Centre)
DID: 6866 2669 Fax: 6368 5592
catherineleesc@smrt.com.sg



From: Catherine Lee Sau Chan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Buses)/AR(Buses))
Sent: 15 October 2018 15:48
To: 'Taufikh (LKK Auto)' <taufikh@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; 'Naz (LKKAuto)' <Naz@lkkauto.com>
Cc: 'Bryan Ang (LKKAuto)' <bryanang@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: Cases Pending for finalisation

Hi,

The following cases have not been finalised as at today.
Please expedite.

Taufikh

SMB1399D (BUS/07/18/7022) – AXA – Email sent on 25/09/18
SG1723D (BUS/05/18/5055) – AIG – Email sent on 25/09/18
TIB1197S (BUS/08/18/7030) – MSIG – Email sent on 25/09/18 – Finalised on 25/10/2018
SMB333A (BUS/08/18/7038) – AIG – Email sent on 08/10/18
SMB223J (BUS/07/18/1005) - AIG *** LKK REF: CC3/AIG18013034/T1wb3 – Email sent on 08/08/18 (more than 2mths)

Rasul

SG1047Y (BUS/05/18/7021) – IDAC – Email sent on 18/07/18 – Finalised on 18/10/2018

Naz

TIB1169Z (BUS/05/18/1014) - China Tai Ping – Email sent on 06/06/18 (more than 4mths)
SG1042K (BUS/04/17/7007) – AIG – Email sent on 08/06/18 – Finalised on 23/10/2018
SMB1477L (BUS/05/18/5037) – AIG – Email sent on 08/06/18 – Finalised on 18/10/2018

SG5451L (BUS/08/18/5009) – AIG – Email sent on 14/08/18 (more than 2mths)

SMB1471C (BUS/07/18/5022) – AIG – Email sent on 04/10/18

SG5786X (BUS/08/18/1032) – AXA – Email sent on 08/10/18

Thank you

Best Regards

Catherine Lee

SMRT Automotive Services Pte Ltd

(Accident Repair Centre)

DID: 6866 2669 Fax: 6368 5592

catherineleesc@smrt.com.sg

