

Denise Tay (LKKAUTO)

From: Denise Tay (LKKAUTO)
Sent: Tuesday, 22 September 2020 4:35 PM
To: jessie.wo@income.com.sg
Cc: Celine Fong (LKKAUTO); Bryan Ang (LKKAUTO); Olivia Lau (LKKAUTO); KKLau
Subject: RE: MT/1065352-002 - Claim Involving PC1517P / SHA4441J on 02 Oct 2019 - (adjusted repair estimates/finalization form attached)
Attachments: NACAdjustment1a[1].pdf

Dear Jessie,

Enclosed amended report.

Sorry for the inconvenient caused

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Monday, 21 September 2020 3:28 PM
To: KKLau <kklau@lkkauto.com>
Cc: Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Jessie Wo <jessie.wo@income.com.sg>
Subject: Fw: MT/1065352-002 - Claim Involving PC1517P / SHA4441J on 02 Oct 2019 - (adjusted repair estimates/finalization form attached)
Importance: High

Dear Mr Lau

It's been 2 months, nothing heard from your good office. Appreciate your urgent reply.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843



Think Before Printing

From: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Tuesday, 14 July 2020 2:51 PM
To: KKLau <kklau@lkkauto.com>
Cc: Jessie Wo <jessie.wo@income.com.sg>
Subject: Fw: MT/1065352-002 - Claim Involving PC1517P / SHA4441J on 02 Oct 2019 - (adjusted repair estimates/finalization form attached)

Dear Mr Lau

Attached adjusted repair estimates/finalization form for your attention. Your surveyor had finalized repairs at lump sum \$3650.00 excluding gst.

Your client, NTUC Income, seems to have received a different figure, \$2650.00 excluding gst, from your good office. There may be some typo error.

Appreciate you could kindly assist to look into the matter and revert urgently.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843



Think Before Printing

From: Jessie Wo <jessie.wo@income.com.sg>
Sent: Wednesday, 8 July 2020 4:54 PM
To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Subject: RE: MT/1065352-002 - Claim Involving PC1517P / SHA4441J on 02 Oct 2019

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Hi Catherine

With regards to your email on 4 Jun 20.

Please liaise with NAC surveyor, Calvin Ang on the finalized Cost of Repair amount and revert to us.

Thanks & Regards

Jessie Wo

Claims Executive

Operations, Motor and Personal Lines

T +65 6430 7931



From: Catherine Koh Mui Gek [<mailto:catherinekoh@cdge.com.sg>]

Sent: Thursday, June 4, 2020 5:24 PM

To: Jessie Wo <jessie.wo@income.com.sg>

Subject: Re: MT/1065352-002 - Claim Involving PC1517P / SHA4441J on 02 Oct 2019

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.]

Dear Jessie

Taxi was surveyed and repaired as recommended by NAC. Regret to inform we are unable to accept your offer at \$3250.00.

Kindly settle our PD claim amicably at \$4320.00.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843



From: do_not_reply@income.com.sg <do_not_reply@income.com.sg>

Sent: Thursday, 4 June 2020 5:02 PM

To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>

Subject: MT/1065352-002 - Claim Involving PC1517P / SHA4441J on 02 Oct 2019

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Dear Sir / Madam,

We refer to the above claim.

Enclosed is the letter / document for your necessary attention.

Yours sincerely

Motor Insurance
Income

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