

## Denise Tay (LKKAUTO)

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**From:** Denise Tay (LKKAUTO)  
**Sent:** Tuesday, 22 September 2020 4:37 PM  
**To:** Catherine Koh Mui Gek  
**Cc:** KKLau; Olivia Lau (LKKAUTO); Celine Fong (LKKAUTO); Bryan Ang (LKKAUTO)  
**Subject:** RE: MT/1065352-002 - Claim Involving PC1517P / SHA4441J on 02 Oct 2019 - ( adjusted repair estimates/finalization form attached )

Dear Catherine,

We have amended a copy of our survey report and sent it to NTUC of final amount \$3650.

Sorry for the inconvenience caused.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6741-3062 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** Catherine Koh Mui Gek <[catherinekoh@cde.com.sg](mailto:catherinekoh@cde.com.sg)>  
**Sent:** Monday, 21 September 2020 3:28 PM  
**To:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>  
**Cc:** Olivia Lau (LKKAUTO) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Jessie Wo <[jessie.wo@income.com.sg](mailto: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



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**From:** Catherine Koh Mui Gek <[catherinekoh@cdge.com.sg](mailto:catherinekoh@cdge.com.sg)>  
**Sent:** Tuesday, 14 July 2020 2:51 PM  
**To:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>  
**Cc:** Jessie Wo <[jessie.wo@income.com.sg](mailto: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



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**From:** Jessie Wo <[jessie.wo@income.com.sg](mailto:jessie.wo@income.com.sg)>  
**Sent:** Wednesday, 8 July 2020 4:54 PM  
**To:** Catherine Koh Mui Gek <[catherinekoh@cdge.com.sg](mailto: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



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**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](mailto:jessie.wo@income.com.sg)>

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

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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



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**From:** [do\\_not\\_reply@income.com.sg](mailto:do_not_reply@income.com.sg) <[do\\_not\\_reply@income.com.sg](mailto:do_not_reply@income.com.sg)>

**Sent:** Thursday, 4 June 2020 5:02 PM

**To:** Catherine Koh Mui Gek <[catherinekoh@cdge.com.sg](mailto: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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