

Re: Survey Report; Your Ref: CS/FCI19018658/Atd3e2; FCIL Ref: D19/3484/SMRT; Our Ref: BUS/05/19/5058/KC

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

Thu 22/7/2021 5:14 PM

To: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; **SUR** <sur@lkkauto.com>

Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>

Dear Karen,

Apologise for the late reply.

A repair cost of \$2,800 was recommended, without taking into consideration the market value, paper value of the motorcycle, as no documents were submitted despite several reminders.

Taking into consideration of the information of what we do have currently, the market value and paper were estimated based on the accident date.

Market Value : \$2,800(estimated)

Paper Value : \$700(estimated)

Nett Value : \$2,100

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>

Sent: Wednesday, 21 July 2021 5:12 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>

Subject: Re: Survey Report; Your Ref: CS/FCI19018658/Atd3e2; FCIL Ref: D19/3484/SMRT; Our Ref: BUS/05/19/5058/KC

Dear Denise,

Any update?

Please revert soonest possible as 3P is pushing for settlement, thanks.

Best Regards,

Karen Chan

Claims Department

Tel: 6556 3523

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

Sent: Tuesday, July 13, 2021 10:18 AM

To: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>

Subject: Re: Survey Report; Your Ref: CS/FCI19018658/Atd3e2; FCIL Ref: D19/3484/SMRT; Our Ref: BUS/05/19/5058/KC

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Karen,

Our surveyor is checking, will revert to you shortly

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>

Sent: Tuesday, 13 July 2021 10:09 AM

To: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>

Subject: RE: Survey Report; Your Ref: CS/FCI19018658/Atd3e2; FCIL Ref: D19/3484/SMRT; Our Ref: BUS/05/19/5058/KC

Dear Hui Zhen,

Any update ?

Please revert soonest possible, thanks.

Best Regards,

Karen Chan

Claims Department

Tel : 6556 3523

From: Hui Zhen (LKK Auto) [mailto:huizhen@lkkauto.com]

Sent: Wednesday, July 7, 2021 12:19 PM

To: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); SUR

Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Subject: RE: Survey Report; Your Ref: CS/FCI19018658/Atd3e2; FCIL Ref: D19/3484/SMRT; Our Ref: BUS/05/19/5058/KC

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Karen,

Thank you for the email.

Dear Denise,

FYNA. CS/FCI19018658/Atd3e2

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

[<mailto:ChanSiauChin@smrt.com.sg>]

Sent: Wednesday, 7 July 2021 11:38 am

To: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>

Subject: Survey Report; Your Ref: CS/FCI19018658/Atd3e2; FCIL Ref: D19/3484/SMRT; Our Ref: BUS/05/19/5058/KC

Importance: High

Dear Huizhen / Sur,

We note that LKK was appointed by our insurer, MS FCIL to survey third party vehicle, FV8060L on 21.10.2019. Attached hrewith a copy of your survey report for your perusal.

Third party unable to provide a copy of Tax invoice as he mentioned his motorcycle was scapped & asking for a loss of \$2800.00 as per your recommendation.

We are now seeking your advice the market value of the said motorcycle, FV8060L & what is your recommendation on this.

Please assist & let us have your reply soon, thanks.

Best Regards,

Karen Chan

Claims Department

Tel : 6556 3523

From: WLDD@smrt.com.sg [<mailto:WLDD@smrt.com.sg>]

Sent: Wednesday, July 7, 2021 11:26 AM

To: Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

Subject: Scan Image