

Shirley Hiew (LKK Auto)

From: Nicole Lee <nicole.lee@miraclebodyworkz.sg>
Sent: Tuesday, 26 May 2020 4:49 pm
To: Shirley Hiew (LKK Auto)
Cc: SUR
Subject: Re: FW: Sompo Own Damage Claim - SMK9913U - BMW M3 Estimate

Hi Shirley,

Noted with thanks.
Still need any document? Or just wait insurance company to issue payment to us?
Thanks.

Best regards,
Nicole Lee
Miracle Workz Pte Ltd

On Tue, May 26, 2020 at 3:24 PM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Nicole,

Please be informed that the 10 days of repair are estimated normal period of repair for the vehicle.

Insurance side is handling loss of use, you may submit to them directly.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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.

From: Nicole Lee <nicole.lee@miraclebodyworkz.sg>
Sent: Tuesday, 26 May 2020 11:07 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: Sompoo Own Damage Claim - SMK9913U - BMW M3 Estimate

Dear Shirley,

We agreed to accept L/S \$24,000.00 of repair.

But the 10 days of repairs means the loss of use for the owner, just to double confirm how much for the 10 days of repairs.

Need to inform the owner first and get his approval first. Thanks.

Best regards,

Nicole Lee

Miracle Workz Pte Ltd

+ 65 96472568



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On Fri, May 22, 2020 at 3:43 PM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Nicole,

Please confirm L/S \$ 24,000.00/10 days of repairs before excess \$ 5,600/- & GST.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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.

From: Nicole Lee <nicole.lee@miraclebodyworkz.sg>
Sent: Monday, 27 April 2020 4:54 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: Sompoo Own Damage Claim - SMK9913U - BMW M3 Estimate

Hi Shirley,

Please see attached - supplier invoice.

Thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

On Thu, Apr 23, 2020 at 11:13 AM Nicole Lee <nicole.lee@miraclebodyworkz.sg> wrote:

Hi Shirley,

I am not in office today.

Tomorrow I will send it to you.

Thanks.

Best regards,

Nicole Lee

Miracle Workz Pte Ltd

On Thu, Apr 23, 2020 at 10:38 AM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Nicole,

According to our conversation yesterday, till date we not yet receive the supplier invoice from your side.

Kindly provide us the supplier invoice and finalize with us since the vehicle has been repaired.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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.

From: Shirley Hiew (LKK Auto)
Sent: Monday, 16 December 2019 10:47 am
To: nicole lee <nicolelee@miraclebodyworkz.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Sompo Own Damage Claim - SMK9913U - BMW M3 Estimate

Dear Nicole,

As instructed by our client , please proceed to repair the insured vehicle **SMK 9913U** **Not Exceeding Repair Limit \$24,000 (lump sum) or whichever lower**, (Excess \$ 5,600/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Kindly provide us the supplier invoice to clarify the parts prices.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Sent: Wednesday, 11 December 2019 4:12 pm

To: nicole lee <nicolelee@miraclebodyworkz.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Sompoo Own Damage Claim - SMK9913U - BMW M3 Estimate

Hi Nicole,

Not yet.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: nicole lee <nicolelee@miraclebodyworkz.sg>

Sent: Wednesday, 11 December 2019 3:02 pm

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Re: Sompo Own Damage Claim - SMK9913U - BMW M3 Estimate

Without Prejudice

Hi Shirley & Shiau Chan,

Any offer from Sompo?

Thanks.

Best regards,

Nicole Lee

Miracle Workz Pte Ltd

On Mon, Dec 9, 2019 at 4:10 PM nicole lee <nicolelee@miraclebodyworkz.sg> wrote:

Dear Shiau Chan,

Noted with thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

On Mon, Dec 9, 2019 at 4:01 PM Shiau Chan (LKKAuto) <siewsc@lkkauto.com> wrote:

Dear Nicole,

Not yet.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: nicole lee <nicolelee@miraclebodyworkz.sg>

Sent: Monday, 9 December 2019 3:38 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Re: Sompoo Own Damage Claim - SMK9913U - BMW M3 Estimate

Without Prejudice

Hi,

Any replied from insurance company? Any Offer from Sompoo Insurance?

Thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

On Fri, Dec 6, 2019 at 12:33 PM nicole lee <nicolelee@miraclebodyworkz.sg> wrote:

Without Prejudice

Hi Shirley,

Any replied from insurance company?

Thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

On Thu, Dec 5, 2019 at 3:58 PM nicole lee <nicolelee@miraclebodyworkz.sg> wrote:

Without Prejudice

Hi Shirley,

The repair limit \$20,000.00 we unable to process for repair.

Can request repair limit up to \$27,000.00?

Thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

On Wed, Dec 4, 2019 at 10:43 AM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Nicole,

As instructed by our client , please proceed to repair the insured vehicle **SMK 9913U** **Not Exceeding Repair Limit \$20,000 (lump sum) or whichever lower**, (Excess \$ 5,600/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right not to pay if there is no valid approval obtained before repair.

Kindly provide us the supplier invoice to clarify the parts prices.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: nicole lee <nicolelee@miraclebodyworkz.sg>

Sent: Tuesday, 3 December 2019 5:48 pm

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Re: Sompoo Own Damage Claim - SMK9913U - BMW M3 Estimate

Without Prejudice

Dear Shirley,

Please see attached as requested.

Thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

Direct Line: 96472568

Tel: 64683096

Fax: 65155434

On Tue, Dec 3, 2019 at 4:04 PM nicole lee <nicolelee@miraclebodyworkz.sg> wrote:

Hi Shirley,

Later will send you the estimate (cost price).

Thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

On Tue, Dec 3, 2019 at 2:15 PM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Nicole,

According to our surveyor, the estimate you re-provided us is still not the cost price.

Kindly expedite us the cost prices with the estimate.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: nicole lee <nicolelee@miraclebodyworkz.sg>
Sent: Tuesday, 3 December 2019 11:51 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: Sompo Own Damage Claim - SMK9913U - BMW M3 Estimate

Without Prejudice

Hi Shirley,

Please see attached.

Thanks.

Best regards,

Nicole Lee

Miracle Workz Pte Ltd

Direct Line: 96472568

Tel: 64683096

Fax : 65155434

On Thu, Nov 28, 2019 at 3:07 PM nicole lee <nicolelee@miraclebodyworkz.sg> wrote:

Without Prejudice

Hi,

Please see attached as requested.

Thanks.

Best Regards,

Nicole Lee

Miracle Workz Pte Ltd

Direct Line: 96472568

Tel: 64683096

Fax: 65155434

On Wed, Nov 27, 2019 at 5:07 PM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Nicole,

As spoken,

Please do not repair the vehicle first since we not yet receive the authorize approval from Sompo Insurance.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: nicole lee <nicolelee@miraclebodyworkz.sg>
Sent: Wednesday, 27 November 2019 4:46 pm
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: Re: Sompoo Own Damage Claim - SMK9913U - BMW M3 Estimate

Without prejudice

Hi Shirley,

We able to repair the vehicle not exceeding \$29,000.00 on lump sum basis.

Can we start to dismantle?

Thanks.

Best regards,

Nicole Lee

Miracle Workz Pte Ltd

Direct Line:96472568

Fax: 65155434

On Wed, Nov 27, 2019 at 3:46 PM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Hi Nicole,

According to our conversation earlier, kindly let us know whether you are able to repair the vehicle not exceeding \$ 29,000.00 on lump sum basis as soon as possible.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: nicole lee <nicolelee@miraclebodyworkz.sg>

Sent: Tuesday, 26 November 2019 12:24 pm

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: Re: Sompo Own Damage Claim - SMK9913U - BMW M3 Estimate

Without Prejudice

Hi Shirley & Rasul,

Can we request the repair cost limit \$32,000.00 on lump sum basis.

Thanks.

Best regards,

Nicole Lee

Miracle Workz Pte Ltd

Direct Line: 96472568

Tel: 64683096

Fax: 65155434

On Tue, Nov 26, 2019 at 11:16 AM Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com> wrote:

Dear Nicole,

As spoken, Kindly check whether you are able to repair the vehicle not exceeding \$ 24,000.00 on lump sum basis.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

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

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



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