

Veron Chen (LKKAUTO)

From: Chester Chong <Chester.Chong@income.com.sg>
Sent: Thursday, 24 December 2020 9:57 AM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); SUR
Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Veron,

Thank you for the email.

Please let us have a breakdown of your recommendation and the number of repair days required.

Thank you

Wishing you a Merry Christmas and Happy New Year!

Kind regards,

Chester Chong

Claims Executive

Operations, Motor and Personal Lines

T +65 6430 7919



From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Tuesday, 22 December 2020 17:15
To: Chester Chong <Chester.Chong@income.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

[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 Chester,

Please kindly let us have your recommendation for this case. Please apply depreciation for TMA.

Our recommendation for this case is \$47,310.00

TMA is a fixture to the rear of the vehicle it is under the LTA's requirement, is not a machine where subject to wear and tear, no depreciation apply.

Under the LTA's requirement once damaged a replacement is require due to safety.

1. Damage photos showing serial number of damaged TMA

Unable to take photo as serial number tag located at crumpled area of damaged TMA

2. After repair photos showing serial number of replacement TMA.

Refer to photo attach.

Best Regards,

Veron Chen | 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: Veron Chen (LKKAuto)

Sent: Wednesday, 11 November 2020 8:18 AM

To: Chester Chong <Chester.Chong@income.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Chester,

We will check and revert.

Best Regards,

Veron Chen | 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: Chester Chong <Chester.Chong@income.com.sg>

Sent: Tuesday, 10 November 2020 5:38 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Veron,

Please kindly let us have your recommendation for this case. Please apply depreciation for TMA.

Please DO NOT finalise COR with Third Party yet.

Please also let us have the following:

1. Damage photos showing serial number of damaged TMA
2. After repair photos showing serial number of replacement TMA.

Thank you

Kind regards,

Chester Chong

Claims Executive

Operations, Motor and Personal Lines

T +65 6430 7919



From: Chester Chong

Sent: Friday, 2 October 2020 21:21

To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

‘WITHOUT PREJUDICE’

Dear Veron,

Thank you for the email.

We regret to inform that you cannot proceed to finalise COR yet as Workshop has not provided us the necessary documents relating to this claim for our consideration.

Thank you

Chester Chong

Claims Executive

Operations, Motor and Personal Lines

T +65 6430 7919



From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, 1 October 2020 09:22

To: Chester Chong <Chester.Chong@income.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

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Dear Chester,

Can we proceed to finalize with repairer.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Chester Chong <Chester.Chong@income.com.sg>

Sent: Monday, 3 August 2020 10:14 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Veron,

We regret to inform that we are still pending certain documents from the repairer. As such, please DO NOT proceed to finalize with the repairer.

Thank you

Kind regards,

Chester Chong

Claims Executive

Operations, Motor and Personal Lines

T +65 6430 7919



From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, 30 July 2020 10:14

To: Chester Chong <Chester.Chong@income.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

[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 Chester,

Please see attach documents from repairer.

Can we proceed to finalize with repairer.

Best Regards,

Veron Chen | 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: Chester Chong [<mailto:Chester.Chong@income.com.sg>]
Sent: Thursday, 11 June 2020 2:41 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Veron,

Please DO NOT finalise with the repairer yet. We have not received the relevant documents from repairer for this repair.

Thank you

Kind regards,
Chester Chong
Claims Executive
Operations, Motor and Personal Lines
T +65 6430 7919



From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Thursday, 11 June 2020 14:18
To: Chester Chong <Chester.Chong@income.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

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Dear Chester,

Can we proceed to finalize with repairer.

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.

Best Regards,
Veron Chen | 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: Chester Chong [<mailto:Chester.Chong@income.com.sg>]
Sent: Monday, 2 March 2020 5:22 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Veron,

Noted on the information. Once again please inform us first before finalising the cost of repair with the repairer.

Thank you.

Kind regards,
Chester Chong
Claims Executive
Operations, Motor and Personal Lines
T +65 6430 7919
www.income.com.sg



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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Monday, 2 March 2020 16:28
To: Chester Chong <Chester.Chong@income.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Chester,

We just received finalise from repairer.

Our surveyor is still checking on the parts prices.

Best Regards,

Veron Chen | 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: Chester Chong <Chester.Chong@income.com.sg>
Sent: Monday, 2 March 2020 2:32 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: Survey involving XD2918J at SHINGDA CONSTRUCTION PTE LTD; REF: MT/1074827-001

Dear Sir/Mdm,

We refer to the above vehicle. Please do not confirm the finalised cost of repair for this vehicle. Please inform us should the workshop is asking you to finalise cost of repair.

Thank you.

Kind regards,

Chester Chong

Claims Executive

Operations, Motor and Personal Lines

T +65 6430 7919

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