

Veron Chen (LKKAUTO)

From: William GO Shaw Chan <william.go@shingda.com>
Sent: Thursday, 11 June 2020 4:17 PM
To: Veron Chen (LKKAUTO); Oi Sun Pin (LKK Auto); SUR
Cc: Derek CHOW Zhi Da
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear Veron,

I am waiting the document from my colleague. Once received, I will forward to NTUC OIC.

Thank you.

Yours sincerely,

William GO Shaw Chan
Motor Claims Executive
SHINGDA Group of Companies

M [+65 9679 7561](tel:+6596797561) | T +65 6368 8936 (Ext.262) | F +65 6366 1470 | E william.go@shingda.com | W shingdagroup.com
SHINGDA Building, 10 Kranji Crescent, Singapore 728660



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From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Thursday, 11 June, 2020 3:06 PM
To: William GO Shaw Chan <william.go@shingda.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear William,

WITHOUT PREJUDICE

Kindly hold on the finalize.

NTUC said they have not received the relevant documents from you for this repair.

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: William GO Shaw Chan [<mailto:william.go@shingda.com>]
Sent: Wednesday, 10 June 2020 6:29 PM
To: Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Hi Sun Pin,

The amount is confirm.

Thank you.

Yours sincerely,
William GO Shaw Chan
Motor Claims Executive
SHINGDA Group of Companies

M +65 9679 7561 | T +65 6368 8936 (Ext.262) | F +65 6366 1470 | E william.go@shingda.com | W shingdagroup.com
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From: Oi Sun Pin (LKK Auto) [<mailto:sunpin@lkkauto.com>]
Sent: Wednesday, 10 June, 2020 4:03 PM
To: William GO Shaw Chan <william.go@shingda.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

WITHOUT PREJUDICE

Hi William,

Kindly refer the updated finalize amount is \$47,310. Repair day 12 days under part by part repair (before gst).

Please refer attachment.

We will get approval from NTUC once you confirm the COR.

Please confirm the COR by reply email ASAP.

Thank you.

Best Regards,

Oi Sun Pin | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: Sunpin@lkkauto.com | fax: 6256-4315

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

From: William GO Shaw Chan [<mailto:william.go@shingda.com>]

Sent: Wednesday, June 10, 2020 3:49 PM

To: Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

Hi Sun Pin,

Please see the attached purchase invoice as requested. Kindly re-adjust the finalize amount.

Thank you.

Yours sincerely,

William GO Shaw Chan

Motor Claims Executive

SHINGDA Group of Companies

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From: William GO Shaw Chan

Sent: Wednesday, 10 June, 2020 2:26 PM

To: Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

Hi Sun Pin,

I would like to counter proposed the finalise amount at \$48,000.00.

Kindly advice.

Thank you.

Yours sincerely,

William GO Shaw Chan

Motor Claims Executive

SHINGDA Group of Companies

M [+65 9679 7561](tel:+6596797561) | T +65 6368 8936 (Ext.262) | F +65 6366 1470 | E william.go@shingda.com | W shingdagroup.com
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From: Oi Sun Pin (LKK Auto) [<mailto:sunpin@lkkauto.com>]

Sent: Wednesday, 10 June, 2020 2:12 PM

To: William GO Shaw Chan <william.go@shingda.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

WITHOUT PREJUDICE

Hi William,

Have any update for this case ?

Please confirm the COR by reply email ASAP.

Thank you.

Best Regards,

Oi Sun Pin | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: Sunpin@lkkauto.com | fax: 6256-4315

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

From: Oi Sun Pin (LKK Auto)

Sent: Friday, June 5, 2020 1:03 PM

To: 'William GO Shaw Chan' <william.go@shingda.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

WITHOUT PREJUDICE

Hi William,

Kindly refer the finalize amount is \$42,410. Repair day 12 days under part by part repair (before gst).

Please refer attachment.

We will get approval from NTUC once you confirm the COR.

Please confirm the COR by reply email ASAP.

Thank you.

Best Regards,

Oi Sun Pin Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: Sunpin@lkkauto.com | fax: 6256-4315

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

From: William GO Shaw Chan [<mailto:william.go@shingda.com>]

Sent: Friday, June 5, 2020 8:55 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

Dear Veron,

Please see the attached purchase invoice as requested.

Thank you.

Yours sincerely,

William GO Shaw Chan

Motor Claims Executive

SHINGDA Group of Companies

M [+65 9679 7561](tel:+6596797561) | T +65 6368 8936 (Ext.262) | F +65 6366 1470 | E william.go@shingda.com | W shingdagroup.com

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From: William GO Shaw Chan
Sent: Thursday, 4 June, 2020 12:08 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear Veron,

As my office is still close, thus I unable to provide you the document.

I will send you once I get the document.

Thank you.

Yours sincerely,

William GO Shaw Chan
Motor Claims Executive
SHINGDA Group of Companies

M [+65 9679 7561](tel:+6596797561) | T +65 6368 8936 (Ext.262) | F +65 6366 1470 | E william.go@shingda.com | W shingdagroup.com
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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Thursday, 4 June, 2020 11:34 AM
To: William GO Shaw Chan <william.go@shingda.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear William,

Any update for the purchase invoice.

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: Veron Chen (LKKAuto)
Sent: Friday, 15 May 2020 3:37 PM
To: William GO Shaw Chan <william.go@shingda.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear William,

Any update for the purchase invoice.

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: William GO Shaw Chan [<mailto:william.go@shingda.com>]
Sent: Wednesday, 22 April 2020 4:08 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear Veron,

My finance has passed me wrong invoice. I can only passed you after CB period as my office is now closed.

I will forward you as soon as I get the invoice.

Hoping for your kind understanding.

Thank you.

Yours sincerely,
William GO Shaw Chan
Motor Claims Executive
SHINGDA Group of Companies

M +65 9679 7561 | **T** +65 6368 8936 (Ext.262) | **F** +65 6366 1470 | **E** william.go@shingda.com | **W** shingdagroup.com
SHINGDA Building, 10 Kranji Crescent, Singapore 728660

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Wednesday, 22 April, 2020 4:00 PM
To: William GO Shaw Chan <william.go@shingda.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>; Cynthia SING <cynthia.sing@shingda.com>; Edward CHU Chiun Kwong <edward.chu@shingda.com>; TIA Ming Ee <mingee.tia@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear William,

Any updates for the purchase invoice.

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: William GO Shaw Chan [<mailto:william.go@shingda.com>]
Sent: Friday, 27 March 2020 3:53 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>; Cynthia SING <cynthia.sing@shingda.com>; Edward CHU Chiun Kwong <edward.chu@shingda.com>; TIA Ming Ee <mingee.tia@shingda.com>
Subject: RE: XD 2918J-DOA: 31/12/2019

Dear Veron,

I am getting the documents from my finance department. I will forward to you once I get it.

Thank you.

Yours sincerely,
William GO Shaw Chan
Motor Claims Executive
SHINGDA Group of Companies



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

Sent: Friday, 27 March, 2020 3:24 PM

To: William GO Shaw Chan <william.go@shingda.com>; Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>; Cynthia SING <cynthia.sing@shingda.com>; Edward CHU Chiun Kwong <edward.chu@shingda.com>; TIA Ming Ee <mingee.tia@shingda.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

Dear William,

Any update for the purchase invoice.

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: William GO Shaw Chan <william.go@shingda.com>

Sent: Monday, 2 March 2020 11:21 AM

To: Oi Sun Pin (LKK Auto) <sunpin@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>; Cynthia SING <cynthia.sing@shingda.com>; Edward CHU Chiun Kwong <edward.chu@shingda.com>; TIA Ming Ee <mingee.tia@shingda.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

Dear Sun Pin,

Please see the attached marked estimate. Can we confirm the repair cost @ **\$62,030.00?**

Thank you.

Yours sincerely,

William GO Shaw Chan

Workshop Executive

SHINGDA Group of Companies



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From: William GO Shaw Chan

Sent: Monday, 6 January, 2020 9:59 AM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Cc: Derek CHOW Zhi Da <derek.chow@shingda.com>; Cynthia SING <cynthia.sing@shingda.com>; Edward CHU Chiun Kwong <edward.chu@shingda.com>; TIA Ming Ee <mingee.tia@shingda.com>

Subject: RE: XD 2918J-DOA: 31/12/2019

Dear Veron,

As spoken, the parts will only arrive estimated by end of FEB 2020. I will update you once repair completed.

The DOA should be 03/12/2019.

Thank you.

Yours sincerely,

William GO Shaw Chan

Workshop Executive

SHINGDA Group of Companies

M +65 9679 7561 | T +65 6368 8936 (Ext.262) | F +65 6366 1470 | E william.go@shingda.com | W shingdagroup.com
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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Friday, 3 January, 2020 2:34 PM

To: William GO Shaw Chan <william.go@shingda.com>

Subject: XD 2918J-DOA: 31/12/2019

Dear William,

Kindly advise vehicle status.

If vehicle has been repaired, please finalize with us.

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)