

Veron Chen (LKKAUTO)

From: Phua Victor <victor.phua@scania.com>
Sent: Monday, 11 May 2020 3:17 PM
To: Veron Chen (LKKAUTO); Rasul (LKKAUTO); 'Ben Tang'; Claims Dept of CTI
Cc: Drysdale Marc Corey; Anwar Khairul; Gill SalvinderSingh; Shaharuddin Syafiqah; Tan Francis
Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Ben,

We would appreciate that at least a reply from your end, we have been asking when will the payment be release but seem there isn't any reply.

Please advise on this issue as soon as possible which our management is asking for outcome.

Thank you.

Dear Veron,

Appreciated your kind assistance to follow up with insurance.

Please assist to update when was the claim finalised with Mr Ben.

Thank you.

Best Regards,
Victor Phua

Customer Service Advisor | Scania Singapore
Phone: +65 68619181 ext 507; Fax: +65 6861 1650
Address: 40, Senoko Road, 758112 Singapore Victor.phua@scania.com

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From: Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]
Sent: Monday, 4 May 2020 5:51 PM
To: Phua Victor <victor.phua@scania.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; 'Ben Tang' <Ben.Tang@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Shaharuddin Syafiqah <Syafiqah.Shaharuddin@scania.com>; Tan Francis <Francis.Tan@scania.com>
Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Victor,

Thank you for the email.

Dear Ben,

Kindly assist. Repairer keep chasing.

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: Phua Victor [<mailto:victor.phua@scania.com>]
Sent: Monday, 4 May 2020 5:05 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; 'Ben Tang' <Ben.Tang@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Shaharuddin Syafiqah <Syafiqah.Shaharuddin@scania.com>; Tan Francis <Francis.Tan@scania.com>
Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Ben,

Please updates on the payment status as it have been outstanding for some time & our management is asking.

Please advise.

Thank you.

Dear Veron,

Kindly assist.

Thank you.

Best Regards,
Victor Phua

Customer Service Advisor | Scania Singapore
Phone: +65 68619181 ext 507; Fax: +65 6861 1650
Address: 40, Senoko Road, 758112 Singapore Victor.phua@scania.com

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From: Phua Victor
Sent: Wednesday, 15 April 2020 8:49 AM
To: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; 'Ben Tang'

<Ben.Tang@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Shahrudin Syafiqah <Syafiqah.Shahrudin@scania.com>; Tan Francis <Francis.Tan@scania.com>

Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Ben,

Till today, we have not received the payment for the repairs.

Could you kindly assist to update us the status of the payment as soon as possible.

Thank you.

Best Regards,
Victor Phua

Customer Service Advisor | Scania Singapore
Phone: +65 68619181 ext 507; Fax: +65 6861 1650
Address: 40, Senoko Road, 758112 Singapore Victor.phua@scania.com

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

Sent: Tuesday, 17 March 2020 10:19 AM

To: Phua Victor <victor.phua@scania.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; 'Ben Tang' <Ben.Tang@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Shahrudin Syafiqah <Syafiqah.Shahrudin@scania.com>

Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Victor,

Thank you for the email.

Dear Ben,

Kindly assist on the payment-Your Ref: SNM19D205703/XD8499L/BEN

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: Phua Victor <victor.phua@scania.com>

Sent: Tuesday, 17 March 2020 9:18 AM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Shaharuddin Syafiqah <Syafiqah.Shaharuddin@scania.com>

Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Veron,

Any updates for this case from insurance?

Please advise.

Thank you.

Best Regards,
Victor Phua

Customer Service Advisor | Scania Singapore

Phone: +65 68619181 ext 507; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore Victor.phua@scania.com

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From: Phua Victor

Sent: Thursday, 20 February 2020 1:29 PM

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Shaharuddin Syafiqah <Syafiqah.Shaharuddin@scania.com>

Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Veron,

Could you kindly assist to provide China Taiping's claims examiner's email address?

Thank you.

Best Regards,
Victor Phua

Customer Service Advisor | Scania Singapore

Phone: +65 68619181 ext 507; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore Victor.phua@scania.com

www.scania.com.sg | www.facebook.com/scaniagroup

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

Sent: Thursday, 20 February 2020 9:39 AM

To: Phua Victor <victor.phua@scania.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindersingh.gill@scania.com>; Shahrudin Syafiqah <Syafiqah.Shahrudin@scania.com>
Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Victor,

We will submit our survey report to insurance as soon as possible.

Kindly send Final invoice and all supporting documents directly to CHINA TAIPING INSURANCE

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: Phua Victor <victor.phua@scania.com>

Sent: Wednesday, 19 February 2020 3:38 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindersingh.gill@scania.com>; Shahrudin Syafiqah <Syafiqah.Shahrudin@scania.com>

Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Veron,

Yes. The amount is right as mentioned.

Please assist are you able to submit the preview insurance to insurance for the payment or you requested an official invoices.

As once official is issue, insurance need to release the payment as soon as possible as it will affect our outstanding account amount.

Are we able to only issue the official invoice once insurance can condition with us when payment can be release.

For your information, owner already paid the excess & collected back the truck.

Please advise.

Thank you.

Best Regards,
Victor Phua

Customer Service Advisor | Scania Singapore

Phone: +65 68619181 ext 507; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore Victor.phua@scania.com

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

Sent: Wednesday, 19 February 2020 3:17 PM

To: Phua Victor <victor.phua@scania.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill SalvinderSingh <salvindersingh.gill@scania.com>

Subject: RE: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Victor,

Confirmed amount \$32,193.62 before excess \$3000 and GST @ 3 working days.

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)

-----Original Message-----

From: Phua Victor <victor.phua@scania.com>

Sent: Tuesday, 18 February 2020 2:59 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Drysdale Marc Corey <marccorey.drysdale@scania.com>; Anwar Khairul <khairul.anwar@scania.com>; Gill

SalvinderSingh <salvindersingh.gill@scania.com>

Subject: Preview invoice for XD8499L Aly Energy (China Taiping Insurance)

Dear Veron & Rasul,

Attached is the preview invoice for the mentioned truck.

Lease assist to finalised & submit to insurance.

Please also keep us posted for the payment from insurance.

Hope to hear from you soon.

Thank you.

Best Regards,

Victor Phua

Customer Service Advisor | Scania Singapore

Phone: +65 68619181 ext 507; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore Victor.phua@scania.com