

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 28 April 2020 3:13 PM
To: Ramesh; Soo Leong Keat; SUR
Cc: Catherine Chong Kai Ling; Brian Eng Kwok Long; Rasul (LKKAuto); William Oh Soon Lee
Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Dear Ramesh,

As instructed by our client, please proceed to repair the insured vehicle **GBF 8402R at repair cost not more than \$5,000.00 on Lump Sum Basis (Excess \$500/-)**.

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 rights **not to pay** if there is no valid approval obtained before 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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Ramesh [mailto:Ramesh@goldbell.com.sg]
Sent: Tuesday, 28 April 2020 3:10 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>
Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD
Importance: High

Hi Shiau Chan,

Further to my email below we attached Distributorship document.

We need you to chase for insurer's approval to start GBF8402R repairs cos every delay will make an unhappy customer.

Looking forward to your soonest reply by today end.

Regards.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

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GOLDBELL
ENGINEERING

Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

Ramesh | Goldbell Engineering Pte Ltd

Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 8157 8014 |

Address: Goldbell Engineering Pte Ltd (Tuas)

8 Tuas Ave 18 Singapore 638892

Sales | Leasing | Financing | Insurance | Fuel Card | Advanced Fleet Management System

From: Ramesh

Sent: Tuesday, April 28, 2020 1:56 PM

To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>

Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Hi Shiau Chan,

Please confirm the following:-

- 1) Distributor Owned Motor Workshop's name -Goldbell or MOTORVIVA PTE LTD?

Distributorship is under MOTORVIVA PTE LTD and our estimate letter head is MV (refer to attached).

Our Tax Invoice to Insurance Company and SV is also under MV.

Fyi,

MOTORVIVA PTE LTD is the Distributorship for FIAT and IVECO (commercial vehicle)

GOLDBELL ENGINEERING PTE LTD is the Distributorship Mitsubishi FUSO and CANTER (commercial vehicle)

I hope the above will clear the air.

Regards.

Registration No.	199507614Z
Name	MOTORVIVA PTE. LTD.
Formerly Known As	MOTORVIVA MINERVA PTE LTD
Date Incorporation / Registration	27 October 1995 (Friday)
Registration Type	PRIVATE COMPANY LIMITED BY SHARES
Status	Live Company as on 27 October 1995 (Friday)
Principal Business Activity	RETAIL SALE OF MOTOR VEHICLES EXCEPT MOTORCYCLES AND SCOOTERS
Secondary Business Activity	REPAIR AND MAINTENANCE OF MOTOR VEHICLES (INCLUDING INSTALLATION OF PARTS & ACCESSORIES)
Registered Address	8 TUAS AVENUE 18 SINGAPORE (638892)

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Ramesh | Goldbell Engineering Pte Ltd
Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 8157 8014 |
Address: Goldbell Engineering Pte Ltd (Tuas)
8 Tuas Ave 18 Singapore 638892

Sales | Leasing | Financing | Insurance | Fuel Card | Advanced Fleet Management System

From: Shiao Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]

Sent: Tuesday, April 28, 2020 1:40 PM

To: Ramesh <Ramesh@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>

Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Dear Ramesh,

Thank you for the email.

Please reply me as below:

Please confirm the following:-

- 1) Distributor Owned Motor Workshop's name –Goldbell or MOTORVIVA PTE LTD?

As we need reply it to insurance.

Please note that we still pending for insurance's authorisation.

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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Ramesh [<mailto:Ramesh@goldbell.com.sg>]
Sent: Tuesday, 28 April 2020 1:09 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>
Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD
Importance: High

Hi Shiau Chan,

We accept to your proposed \$5,000.00 Lump Sum limit repair.
Hence we will resume GBF8402R damage repairs and will engage your surveyor for after paint survey.

Regards.

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All correspondence should be made via email instead. Any inconvenience caused is much regretted.

Ramesh | Goldbell Engineering Pte Ltd

Senior Executive, Motor Claims

DID: +65 6864 0695 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 8157 8014 |

Address: Goldbell Engineering Pte Ltd (Tuas)

8 Tuas Ave 18 Singapore 638892

From: Shiao Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]

Sent: Tuesday, April 28, 2020 11:52 AM

To: Ramesh <Ramesh@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>

Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Dear Ramesh,

We purpose the repair cost at \$5,000.00 due to the Market Value, repair limit.

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.

Thanks & Regards,

Shiao Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Ramesh [<mailto:Ramesh@goldbell.com.sg>]

Sent: Tuesday, 28 April 2020 11:34 AM

To: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>

Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Hi Shiao Chan,

Ok, while we getting hold of the document.

Kindly explain you're proposed COR \$5,000.00 calculation.

Thanks.
Ramesh

From: Shiao Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]

Sent: Tuesday, April 28, 2020 11:27 AM

To: Ramesh <Ramesh@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>

Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>

Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Dear Ramesh/Mr Soo,

Please refer the below message from insurance:

Please confirm the following:-

- 1) Distributor Owned Motor Workshop's name –Goldbell or MOTORVIVA PTE LTD?

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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Ramesh [<mailto:Ramesh@goldbell.com.sg>]
Sent: Tuesday, 28 April 2020 11:22 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>
Cc: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD
Importance: High

Dear Ms. Shiau Chan,

Our calculation based on LKK surveyor marking / less 20% / round down is \$5,700.00

However I notice your proposal is \$5,000.00
Please share with me your calculation.

Meanwhile give us time to provide you our FIAT dealership documents as most are working from home.
Also is this LKK requirement or Insurance Company?
If LKK requirement then I will speak Mr. KK Lau through mobile directly.
Please advice.

Thank you
RAMESH

From: Shiau Chan (LKKAuto) [<mailto:siewsc@lkkauto.com>]
Sent: Tuesday, April 28, 2020 10:38 AM
To: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>
Cc: Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Dear Soo,

One more, the parts have apply discount 10%, right?

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Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 28 April 2020 10:21 AM
To: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>; SUR <sur@lkkauto.com>
Cc: Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Dear Soo,

How your calculation at \$5700?
Our calculation of the repair cost amount is Lump Sum \$5000. Would you agreed?

Are your are dealer of FIAT model? If yes, any proof.

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.

Thanks & Regards,

Shiau Chan (Ms)
LKK Auto Consultants Pte Ltd

From: Soo Leong Keat [<mailto:SooLeongKeat@goldbell.com.sg>]
Sent: Tuesday, 28 April 2020 10:04 AM
To: SUR <sur@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Subject: RE: OD CLAIMS_GOLDBELL TUAS_GBF8402R & PEDESTRIAN_DOA:24/04/2020_LOA: RIVERSIDE ROAD

Dear Xiao Chan

Kindly provide the amount to repair.

After lumpsum amount is \$5700.00

Please revert and confirm.

Thank you.

Regards,
Junior Soo

From: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Sent: Friday, April 24, 2020 4:31 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: OD claim - GBF 8402 R

Dear Sir/Madam,

Kindly refer to the attached above.

Please arrange for survey.

Thanks & Best Regards,

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All correspondence should be made via email instead. Any inconvenience caused is much regretted.

Brian Eng Kwok Long | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 9755 7336 |