

## Veron Chen (LKKAUTO)

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**From:** Dennis Yap <dennis.yap@cyclecarriage.com.sg>  
**Sent:** Thursday, 18 March 2021 4:13 PM  
**To:** Veron Chen (LKKAUTO); Alan Quek; Bryan Ang (LKKAUTO)  
**Cc:** SUR; Abdul Jalil B Bakar; Tony Lim  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Hi Veron,

Vehicle still in workshop! Parts not available ..

With thanks & best regards  
Dennis Yap  
Technical Executive  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
TEL : 67778388 | DID 67714434 | HP 94506582  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

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**From:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Thursday, 18 March, 2021 4:11 PM  
**To:** Dennis Yap; Alan Quek; Bryan Ang (LKKAUTO)  
**Cc:** SUR; Abdul Jalil B Bakar; Tony Lim  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

**This email was sent from outside of your organisation**

Dear Dennis,

Kindly updates vehicle repair status.

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)

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**From:** Dennis Yap <dennis.yap@cyclecarriage.com.sg>  
**Sent:** Monday, 11 January 2021 11:23 AM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Alan Quek <alan.quek@cyclecarriage.com.sg>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>  
**Cc:** SUR <sur@lkkauto.com>; Abdul Jalil B Bakar <abduljalil.bakar@cyclecarriage.com.sg>; Tony Lim <tony.lim@cyclecarriage.com.sg>  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Hi Veron,

Repair ongoing & car still in workshop.

Parts outstanding

With thanks & best regards

Dennis Yap

Technical Executive

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

TEL : 67778388 | DID 67714434 | HP 94506582

Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

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

**Sent:** Monday, 11 January, 2021 11:19 AM

**To:** Alan Quek; Bryan Ang (LKKAuto)

**Cc:** SUR; Dennis Yap; Abdul Jalil B Bakar; Tony Lim

**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

**This email was sent from outside of your organisation**

Dear Alan,

Kindly updates vehicle repair status.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>

**Sent:** Wednesday, 4 November 2020 10:41 AM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Bryan Ang (LKKAuto)

<[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Dennis Yap <[dennis.yap@cyclecarriage.com.sg](mailto:dennis.yap@cyclecarriage.com.sg)>; Abdul Jalil B Bakar <[abduljalil.bakar@cyclecarriage.com.sg](mailto:abduljalil.bakar@cyclecarriage.com.sg)>; Tony Lim <[tony.lim@cyclecarriage.com.sg](mailto:tony.lim@cyclecarriage.com.sg)>

**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Hi Veron,

Car is still in our workshop, still waiting for parts. I had update insurer, thank you.

Your Sincerely

Alan Quek  
Service Advisor  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Tuesday, 3 November 2020 3:42 PM  
**To:** Alan Quek; Bryan Ang (LKKAuto)  
**Cc:** SUR  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

**This email was sent from outside of your organisation**

Dear Alan,

Kindly updates vehicle repair status.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>  
**Sent:** Wednesday, 7 October 2020 3:41 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Hi Veron,

Car is still in our premises, still under repairing.

Your Sincerely

Alan Quek  
Service Advisor

Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Wednesday, 7 October 2020 3:39 PM  
**To:** Bryan Ang (LKKAuto); Alan Quek  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

**This email was sent from outside of your organisation**

Dear Alan,

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

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**From:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Sent:** Monday, 14 September 2020 11:49 AM  
**To:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Hi Alan

Will be there tomorrow for the resurvey.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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**From:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>  
**Sent:** Monday, 14 September 2020 8:41 AM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** Bryan Ang (LKKAUTO) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Good Moring Bryan,

We have prepare the list, you may arrange to dropby tomorrow. Thank you bro.

Warmest Regards,  
Alan Quek

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**From:** Alan Quek  
**Sent:** Friday, 14 August 2020 3:12 PM  
**To:** 'Veron Chen (LKKAUTO)'  
**Cc:** Bryan Ang ([bryanang@lkkauto.com](mailto:bryanang@lkkauto.com))  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Hi Veron,

Car is still repairing, You may check with Bryan too. Thank you.

Your Sincerely

Alan Quek  
Service Advisor  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



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**From:** Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Friday, 14 August 2020 3:03 PM  
**To:** Alan Quek  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

**This email was sent from outside of your organisation**

Dear Alan,

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 7 July 2020 2:56 PM

**To:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** FW: SKE9898K Own Policy Claim S0M02MH6

Dear Alan,

As spoken re-forward email.

**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)

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**From:** Veron Chen (LKKAuto)

**Sent:** Wednesday, 1 July 2020 5:04 PM

**To:** Alan Quek ([alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Dear Alan,

As instructed by our client , please proceed to repair the **insured vehicle SKE 9898K, Not Exceeding Nett Value \$62,000 or whichever lower,(Excess \$700/-).**

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.

**Once dismantle to call LKK for resurvey.**

**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)

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**From:** OH Vale <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>  
**Sent:** Thursday, 25 June, 2020 8:17 AM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>  
**Subject:** FW: SKE9898K Own Policy Claim S0M02MH6

Hi Brian

Refer to our phone conversation yesterday, may we know if you have surveyed the vehicle at C & C?

**Best Regards**

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Vale Oh/A.Manager – Motor Claims  
AXA Insurance Pte Ltd/ 8 Shenton Way, #24-01 AXA Tower, Singapore 068811/www.axa.com.sg  
[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)  
Customer Care No. 1800 8804888

We remain available to serve you during the circuit breaker period. For AXA's COVID-19 updates & initiatives, please visit <https://www.axa.com.sg/covid-19-updates>.

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**From:** ANG Yvonne  
**Sent:** Wednesday, June 24, 2020 4:30 PM  
**To:** OH Vale <[vale.oh@axa.com.sg](mailto:vale.oh@axa.com.sg)>  
**Cc:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>  
**Subject:** RE: SKE9898K Own Policy Claim S0M02MH6

Hi Vale

Please assist. Thanks

**Regards**



**Yvonne Ang** | Assistant Manager, Motor Claims Department  
AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [yvonne.ang@axa.com.sg](mailto:yvonne.ang@axa.com.sg)  
Customer Care No. 1800 8804888

We remain available to serve you during the circuit breaker period. For AXA's COVID—19 update We remain available to serve you during the circuit breaker period. For AXA's COVID—19 updates & initiatives, please visit <https://www.axa.com.sg/covid-19-updates>

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**From:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>  
**Sent:** Wednesday, June 24, 2020 4:24 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>  
**Cc:** ANG Yvonne <[yvonne.ang@axa.com.sg](mailto:yvonne.ang@axa.com.sg)>; ANG Yvonne <[yvonne.ang@axa.com.sg](mailto:yvonne.ang@axa.com.sg)>  
**Subject:** [EXTERNAL] RE: SKE9898K Own Policy Claim

Dear Officer,

Car is still in our workshop, kindly arrange for survey. Thank you.

Your Sincerely

Alan Quek  
Service Advisor  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



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**From:** Alan Quek  
**Sent:** Tuesday, 23 June 2020 5:38 PM  
**To:** [MOTOR.SURVEY@AXA.COM.SG](mailto:MOTOR.SURVEY@AXA.COM.SG)  
**Subject:** RE: SKE9898K Own Policy Claim

Dear Officer,

Car is still in 188 Pandan Loop Cycle & Carriage, kindly arrange for survey. Thank you.

Your Sincerely



Alan Quek  
Service Advisor  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



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**From:** Alan Quek  
**Sent:** Monday, 22 June 2020 1:01 PM  
**To:** 'MOTOR.SURVEY@AXA.COM.SG'  
**Subject:** SKE9898K Own Policy Claim

Dear Officer,

Car is in 188 Pandan Loop Cycle & Carriage, kindly arrange for own policy claim survey. Thank you.

Your Sincerely

Alan Quek  
Service Advisor  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



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