

Denise Tay (LKKAuto)

From: Elite Automotive <elite.automotive13@gmail.com>
Sent: Thursday, 17 September 2020 2:50 PM
To: Denise Tay (LKKAuto)
Subject: Re: SLU 6000H / OD / CHINA TAIPING / DOA:09/07/2020
Attachments: 17092020144315.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Denise,

Good day! We accept the offer -\$5260.63 (Bf GST). Kindly refer to attached tax invoice and DV. Thanks!

Regards,

Christy

On Wed, 16 Sep 2020 at 14:38, Denise Tay (LKKAuto) <denisetay@lkkauto.com> wrote:

Dear Christy,

Parts \$3,696.20 + 15% = \$4,250.63

Labour \$1,010

Total: \$5,260.63

3 working days

Please confirm

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Elite Automotive <elite.automotive13@gmail.com>
Sent: Wednesday, 16 September 2020 12:54 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: Re: SLU 6000H / OD / CHINA TAIPING / DOA:09/07/2020

Hi Denise,

Good day! Kindly refer to attached parts invoice and please proceed to finalise on this case. Thanks!

Regards,

Christy

On Wed, 16 Sep 2020 at 08:47, Denise Tay (LKKAuto) <denisetay@lkkauto.com> wrote:

Dear Christy,

Would like to follow up on the repair status. If repair is done can finalise? Part invoice to be provided

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto)
Sent: Sunday, 19 July 2020 8:14 PM
To: Elite Automotive <elite.automotive13@gmail.com>
Subject: RE: SLU 6000H / OD / CHINA TAIPING / DOA:09/07/2020

Dear Christy,

Please refer to the email dated 16 Jul 2020, 09:57, authorization has already been given on cost plus 15%.

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,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Elite Automotive <elite.automotive13@gmail.com>
Sent: Friday, 17 July 2020 3:47 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: Re: SLU 6000H / OD / CHINA TAIPING / DOA:09/07/2020

Hi Denise,

Good day! We have reply emailed on yesterday & we accept the cost +15%, can i confirm this vehicle is it authorise for repair?

Regards,

Christy

Elite Automotive Pte Ltd

63397378

On Thu, 16 Jul 2020 at 13:31, Elite Automotive <elite.automotive13@gmail.com> wrote:

Hi Denise,

Good day to you! I have spoken to Boon Sen in regards to what was transpired between Christy and him before the vehicle was brought in for pre inspection.

1. Parts are based on list price through, but apparently now he claimed that it is cost plus 15% , and the reason behind it was that he did not work for awhile due to the circuit breaker period.

2. I am also puzzled by this so called new internal ' market practice ' or arrangement by them that an any workshop insurance plan, shares the same treatment like their authorised workshop, therefore there is no convenience or good reason for policyholders in Singapore to buy an any workshop plan which incurs more premiums.

Kindly advise your final decision on this, so as for us to advise the next course of action with our policyholder.

Thk u

Ivan Lim

Elite Automotive Pte Ltd

On Thu, 16 Jul 2020, 12:05 Denise Tay (LKKAuto), <denisetay@lkkauto.com> wrote:

Dear Christy,

I've inform china taiping on this matter.

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,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Elite Automotive <elite.automotive13@gmail.com>
Sent: Thursday, 16 July 2020 11:18 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: Re: SLU 6000H / OD / CHINA TAIPING / DOA:09/07/2020

Hi Denise,

Good day! We have checked with this officer (boonsen.chong@sg.cntaiping.com), kindly to assist, thank you!

Regards,

Christy

Elite Automotive Pte Ltd

63397378

On Thu, 16 Jul 2020 at 10:31, Elite Automotive <elite.automotive13@gmail.com> wrote:

Hi Denise,

Good day! Can you call my Boss (Ivan) 93882885, my Boss need to talk with you about this case. Thank you!

Regards,

Christy

Elite Automotive Pte Ltd

On Thu, 16 Jul 2020, 09:57 Denise Tay (LKKAUTO), <denisetay@lkkauto.com> wrote:

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SLU 6000H** (Excess \$0.00/-). **Repair on Cost Plus 15%**

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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Regards,

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Regards,