

## **Shiau Chan (LKKAuto)**

---

**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 29 July 2020 12:04 PM  
**To:** Bryan Ang (LKKAuto); Ivy Ratilla; Admin-D (LKKAuto); SUR  
**Cc:** Stanley Lai; Derrick Quok; Kenneth Lim  
**Subject:** RE: OD survey: Claim ref: C10006846/ST || OI-SJR1224B (Grey) TP- none || Est: \$ || Exs: \$600.00 || Ah Lim  
**Attachments:** SJR1224B IA.pdf

Dear Ivy,

Enclosed herewith preliminary advice of SJR 1224B.  
Pending for investigation.

We are not authorise 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:** Bryan Ang (LKKAuto)  
**Sent:** Wednesday, 29 July 2020 10:10 AM  
**To:** Ivy Ratilla <ivy.r@budgetdirect.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Stanley Lai <stanley.lai@budgetdirect.com.sg>; Derrick Quok <derrick.q@budgetdirect.com.sg>; Kenneth Lim <kenneth.lim@budgetdirect.com.sg>  
**Subject:** RE: OD survey: Claim ref: C10006846/ST || OI-SJR1224B (Grey) TP- none || Est: \$ || Exs: \$600.00 || Ah Lim

Dear Ivy

I have inspected the insured vehicle this morning. No modification was fitted on the insured vehicle.

The cause of fire is due to electrical nature to the wirings inside the engine compartment. The insured vehicle is involved in a manufacturer recall campaign and the purpose of the recall could be related to the cause of fire. As of the time of fire, the insured vehicle has not been sent for rectification to address the purpose of the recall.

Full report to follow after I speak to the owner.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Ivy Ratilla <[ivy.r@budgetdirect.com.sg](mailto:ivy.r@budgetdirect.com.sg)>  
**Sent:** Tuesday, 28 July 2020 1:28 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Stanley Lai <[stanley.lai@budgetdirect.com.sg](mailto:stanley.lai@budgetdirect.com.sg)>; Derrick Quok <[derrick.q@budgetdirect.com.sg](mailto:derrick.q@budgetdirect.com.sg)>; Kenneth Lim <[kenneth.lim@budgetdirect.com.sg](mailto:kenneth.lim@budgetdirect.com.sg)>  
**Subject:** OD survey: Claim ref: C10006846/ST || OI-SJR1224B (Grey) TP- none || Est: \$ || Exs: \$600.00 || Ah Lim

Hi Team,

We would like to request Mr. Bryan to survey our insured's vehicle SJR1224B, caught on fire.

Workshop details:

Ah Lim Motor @ AMK  
10, Ang Mo Kio Industrial Park 2A  
#01-09 AMK Autopoint S568047  
Tel : 6483 1244 Fax : 6483 6170

Please confirm. Thank you.

Regards,

**Ivy Ratilla**  
**Executive, Claims Admin**

**T** +65 6540 2185

**F** +65 6725 0853

**E** [ivy.r@budgetdirect.com.sg](mailto:ivy.r@budgetdirect.com.sg)



**Customer Care** +65 6221 2111

**Claims** +65 6221 2199

**Claims (Int.)** +65 6540 2199

190 Clemenceau Avenue, #03-01  
Singapore Shopping Centre  
Singapore  
239924

[budgetdirect.com.sg](http://budgetdirect.com.sg)



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **Budget Direct Insurance**.

This email is sent by Auto & General (SEA) Services Pte. Limited or a related body corporate (Auto & General) and is for the intended addressee. The views expressed in this email and attachments (email)

reflect the views of the stated author but may not reflect views of Auto & General. This email is confidential and subject to copyright. It may be privileged. If you are not the intended addressee, confidentiality and privilege have not been waived and any use, interference with, or disclosure of this email is unauthorised.

This email is sent by Auto & General (SEA) Services Pte. Limited or a related body corporate (Auto & General) and is for the intended addressee. The views expressed in this email and attachments (email) reflect the views of the stated author but may not reflect views of Auto & General. This email is confidential and subject to copyright. It may be privileged. If you are not the intended addressee, confidentiality and privilege have not been waived and any use, interference with, or disclosure of this email is unauthorised.

---

**From:** Mui Hong @ Ah Lim Motor <[muihong@ahlimmotor.com.sg](mailto:muihong@ahlimmotor.com.sg)>  
**Sent:** Tuesday, 28 July 2020 11:57 AM  
**To:** Claims <[claims@budgetdirect.com.sg](mailto:claims@budgetdirect.com.sg)>  
**Subject:** Request for Survey for SJR1224B caught fire on 28/07/2020

Dear Claims,

Pls assist to arrange for survey for client's car caught fire on 28/07/2020.

Car was towed to our workshop at AMK already.

Thanks

Best Regards,

Kee Mui Hong  
Ah Lim Motor @ AMK  
10, Ang Mo Kio Industrial Park 2A  
#01-09 AMK Autopoint S568047  
Tel : 6483 1244 Fax : 6483 6170

This email is sent by Auto & General Insurance (Singapore) Pte. Limited, Auto & General (SEA) Services Pte. Limited, Easy Compare (Thailand) Co., Ltd or a related body corporate (Auto & General) and is for the intended addressee. The views expressed in this email and attachments (email) reflect the views of the stated author but may not reflect views of Auto & General. This email is confidential and subject to copyright. It may be privileged. If you are not the intended addressee, confidentiality and privilege have not been waived and any use, interference with, or disclosure of this email is unauthorised. If you are not the intended addressee, please immediately notify the sender and then delete the email. Auto & General does not warrant that this email is error or virus free.