

Veron Chen (LKKAUTO)

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Thursday, 6 August 2020 9:08 AM
To: Veron Chen (LKKAUTO); Rasul (LKKAUTO)
Cc: Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; SUR
Subject: RE: SLP 2348H DOA : 30/07/2020

Importance: High

Hi Veron,

We will under take the repair limit of 22K as discuss and confirm with our head department Andre Chow.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 5 August 2020 1:36 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SLP 2348H DOA : 30/07/2020

This email was sent from outside of your organisation

Dear Don,

As instructed by our client , please proceed to repair the **insured vehicle SLP 2348H, (Excess \$600/-).** **Repair limit of \$22k or whichever lower.**

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 : Diagnostic Report require during finalization. Resurvey Before Paint

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: Veron Chen (LKKAuto)

Sent: Tuesday, 4 August 2020 3:14 PM

To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: SLP 2348H DOA : 30/07/2020

Dear Don,

Will get approval from AIG.

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: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: Tuesday, 4 August 2020 12:06 PM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: SLP 2348H DOA : 30/07/2020

Importance: High

Hi Rasul or Veron,

Can offer to \$22K ?

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

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 A member of the Singapore Green Label Age Group

From: Rasul (LKKAuto) <Rasul@lkkauto.com>
Sent: Monday, 3 August 2020 7:09 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: SLP 2348H DOA : 30/07/2020

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Hi Don,

26K is very high, I can offer the most 21K ONLY

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,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Don Bong Kiong Hua [<mailto:kionghua.bong@cyclecarriage.com.sg>]
Sent: Monday, 3 August, 2020 6:06 PM
To: Rasul (LKKAuto); Veron Chen (LKKAuto)
Cc: Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit
Subject: RE: SLP 2348H DOA : 30/07/2020
Importance: High

Hi Rasul,

Please increase the repair limit to 26K . Thanks

From: Rasul (LKKAUTO) <Rasul@lkkauto.com>
Sent: Monday, 3 August 2020 5:54 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: SLP 2348H DOA : 30/07/2020

This email was sent from outside of your organisation

Hi Don,

As spoken,

Kindly take note repair limit for this vehicle is 20K

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,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



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