

Shirley Hiew (LKK Auto)

From: Bryan Ang (LKKAuto)
Sent: Wednesday, 26 August 2020 5:08 pm
To: Coco Lu Ting; Shirley Hiew (LKK Auto)
Cc: Andre Chow En De; SUR
Subject: RE: SLZ 663H DOA : 15/08/2020

Ok, we will revert to AIG on your breakdown and 13 days of repair.

Best Regards,
Bryan Ang
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Wednesday, 26 August 2020 4:52 PM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SLZ 663H DOA : 15/08/2020

Hi Bryan,

We don't have black and white rate. Standard we charge end panel renew 3 days, rear fender renew 4 days, if renew end panel plus one side rear fender 5 days like this.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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A member of the Jardine Cycle & Carriage Group

From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Sent: Wednesday, 26 August, 2020 3:47 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SLZ 663H DOA : 15/08/2020

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Hi Andre / Coco

To be align with the work process, is there any previously discussed standard labour days and painting panels between your side and AIG.

For example rear damage up to end panel is x days and \$x as the panels are all the same.

Best Regards,
Bryan Ang
LKK Auto Consultants Pte Ltd

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Wednesday, 26 August 2020 3:36 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SLZ 663H DOA : 15/08/2020

Dear Shirley,

1) Labour Spray Painting (Rear) as calculated of \$350 x 7 Portions = \$2450.00 ----- 8 portions \$2800.00

2) Labour Renew/ Repair (Rear) as calculated of \$450 x 10 = \$4,500/ ----- 13 days \$5850.00 For goodwill we give in 1 day.
(renew both rear Fender 5 days, rear end panel with rear compartment 5 days, renew right chassis 3 days, repair left chassis renew both lamp housing, both fender top panel and pulling 2 days, total about 15days)

Best regards

Coco Lu Ting
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From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Wednesday, 26 August, 2020 2:48 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SLZ 663H DOA : 15/08/2020

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Hi Coco,

As spoken, kindly advise are you able to revise the labour as below,

1) Labour Spray Painting (Rear) as calculated of \$350 x 7 Portions = \$2450.00

REAR BOTH LAMP HOUSING PANEL LH & RH (1) – Small Panel are to combine together with End Panel as 01 portion. Not require for this spray paint request

REAR BOTH QUARTER TOP RH & LH (1) – Small Panel are to combine together with Both Rear Fenders portion as 01 portion. Not require for this spray paint request

2) Labour Renew/ Repair (Rear) as calculated of \$450 x 10 = \$4,500/

Thank you.

Best Regards,

Shirley Hiew | 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)

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.

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Tuesday, 25 August 2020 4:16 pm
To: Rasul (LKKAuto) <Rasul@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>
Subject: RE: SLZ 663H DOA : 15/08/2020

Hi Shirley,

Attached the estimate for your reference.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



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From: Rasul (LKKAuto) <Rasul@lkkauto.com>
Sent: Thursday, 20 August, 2020 12:48 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>
Subject: RE: SLZ 663H DOA : 15/08/2020

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Hi Coco,

We will check with insurance regarding this case
Aside to Shirley, kindly assist

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: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]

Sent: Thursday, 20 August, 2020 8:43 AM

To: Rasul (LKKAuto)

Cc: Shirley Hiew (LKK Auto); Andre Chow En De

Subject: RE: SLZ 663H DOA : 15/08/2020

Hi Rasul,

The repair limited shouldn't be \$17K only. The sales agreement attached with GIA report passed to your that day, he bot the car at \$72999, within 3 years. And this model no more already. The new car price is new model, not same with this customer's car.

Please confirm the repair limit again. Thank you

Best regards

Coco Lu Ting

Executive – Customer Service

Claim Division Operations Body & Paint Centre

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Singapore 609339



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From: Andre Chow En De <andre.chow@cyclecarriage.com.sg>

Sent: Wednesday, 19 August, 2020 11:30 AM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Subject: RE: SLZ 663H DOA : 15/08/2020

Hi Rasul,

Able to increase the limit to \$22,000?

Regards

Andre

From: Rasul (LKKAuto) <Rasul@lkkauto.com>

Sent: Tuesday, 18 August 2020 9:12 PM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Subject: SLZ 663H DOA : 15/08/2020

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Hi Coco,

Kindly take note this vehicle repair limit is 17K

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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