

**Shirley Hiew (LKK Auto)**

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**From:** Rasul (LKKAuto)  
**Sent:** Wednesday, 26 August 2020 9:37 am  
**To:** Shirley Hiew (LKK Auto)  
**Subject:** RE: SLZ 663H DOA : 15/08/2020

REAR AIRDAM (1), REAR BUMPER (1), REAR END PANEL (1) , BOOTLID (1), REAR FLOOR COMPARTMENT (1),  
REAR BOTH FENDER LH & RH (2), REAR BOTH LAMP HOUSING PANEL LH & RH (1), REAR BOTH QUARTER TOP RH & LH  
(1).  
TOTAL 9 PANEL  
350 X 9 = 3150

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](mailto:Rasul@lkkauto.com) | fax: 6841-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Wednesday, 26 August, 2020 9:27 AM  
**To:** Rasul (LKKAuto)  
**Cc:** SUR  
**Subject:** RE: SLZ 663H DOA : 15/08/2020

**URGENT**

Hi Rasul,  
  
Done? Need to seek authorize approval from AIG. Repairer is chasing authorize.

Thank you.  
Best Regards,  
Shirley Hiew | Case Handler  
**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Tuesday, 25 August 2020 6:29 pm  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**URGENT**

Hi Rasul,

According to AIG officer, please breakdown the labour add on \$ 3,150.00.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>

**Sent:** Tuesday, 25 August 2020 8:07 am

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

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

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Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

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**From:** Shirley Hiew (LKK Auto)

**Sent:** Monday, 24 August, 2020 6:34 PM

**To:** Rasul (LKKAuto)

**Cc:** SUR

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

**URGENT**

Hi Rasul,

Awaiting your reply via whatsapp, please marking the last labour **(ADD ON)** \$ 3150.00 for me to seek authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
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**From:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Sent:** Friday, 21 August 2020 12:43 pm  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>  
**Subject:** RE: SLZ 663H DOA : 15/08/2020

Hi Shirley,

Attached the estimate with rear spray painting and 23% discount for your record.

We need \$25K repair limit.

Best regards

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



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

 A member of the Jardine Cycle & Carriage Group

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

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

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](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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**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  
209 Pandan Gardens  
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

A member of the Jardine Cycle & Carriage Group

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**From:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>

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

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

**Cc:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

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

Hi Rasul,

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

Regards

Andre

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**From:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>

**Sent:** Tuesday, 18 August 2020 9:12 PM

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

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

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

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

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**

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