

**Shirley Hiew (LKK Auto)**

---

**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  
**Attachments:** scan to email

**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  
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:** Friday, 21 August 2020 12:43 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 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

---

**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

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  
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

---

**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

---

**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**

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)



*Save the Earth. Print only when necessary.*

**DISCLAIMER:-** This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

**DISCLAIMER:-** This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.