

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Monday, 21 December 2020 9:29 AM
To: Catherine Chong Kai Ling; Rasul (LKKAuto)
Cc: SUR; Ramesh; Brian Eng Kwok Long; Soo Leong Keat
Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Catherine,

Confirm Finalise Lump Sum Limit Repair @ \$38,000.00 (before GST) with 20 working days.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Wednesday, 16 December 2020 12:05 PM
To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>
Subject: RE: GBJ 7880D DOA : 16/08/2020

Hi Catherine,

The audatex and merimen estimate not the same, need you to redo

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Thursday, 10 December 2020 1:22 PM
To: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long

<EngKwokLong@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Catherine,

Let me do the audatex adjustment 1st and get back to you

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Sent: Thursday, 10 December 2020 12:31 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Denise,

Kindly check any update for this case?

Thank you.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

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Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |
Mobile: 9736 1300 |



Our Goldbell family has always been our **greatest asset**.
We want to **thank our colleagues** for their contribution over the years
and making us one of the **top employers in Singapore**.

From: Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Sent: Tuesday, December 8, 2020 9:15 AM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>; 'Denise Tay (LKKAuto)' <denisetay@lkkauto.com>

Cc: SUR@lkkauto.com; Ramesh <Ramesh@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>;

Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Subject: GBJ 7880D DOA : 16/08/2020

Dear Rasul / Denise,

Enclosed herewith the After Repair Photo and Damage Parts Photo.

Kindly assist finalise Lump Sum Limit Repair @ \$38,000.00 (before GST) with 20 working days.

Thank you.

NOTICE:

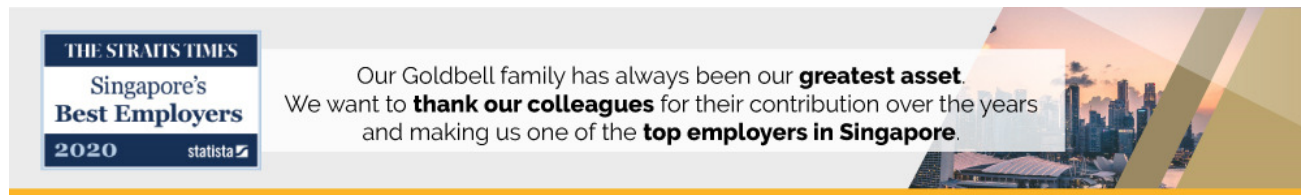
In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

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Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |
Mobile: 9736 1300 |



From: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Sent: Monday, November 9, 2020 1:58 PM

To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling
<CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Importance: High

Dear Mr. Denise,

16/08/2020 - Date of Accident

31/08/2020 - Date Authorised to repair, **Not exceeding lump sum \$38,000/-**

In order to keep within given limit repair cost, we have purchase parts from OEM parts suppliers and Used parts dealers (Original parts super expensive).

Hence its inevitable acquiring parts from various dealers and on-going Covid situation caused serious delays.

Along the repair process we noticed,

Roof of this van was also damaged.

GOLDBELL had panel beat and repainted.

Rear cargo interior of this van was fitted with aluminium sheets. No coverage from Vehicle insurance policy.
Hence GOLDBELL had replaced and absorb the cost. Aluminium plates supplier was slow too.

Finally during a QC test we found break booster, break master pump and airbag malfunction

At present repairs is still on-going and we estimate to complete within 2 weeks later or may be earlier.
We hope the above will clear the air.

Thank you.

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Soo Leong Keat | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |
Mobile: +65 9755 7336 |



Our Goldbell family has always been our **greatest asset**.
We want to **thank our colleagues** for their contribution over the years
and making us one of the **top employers in Singapore**.

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Monday, November 9, 2020 12:04 PM
To: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>
Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>
Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Mr Soo,

What's happen? Status update please, insurance asking many times.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 6 November 2020 5:39 PM
To: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>
Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>
Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Mr Soo,

What happen? Any update?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Friday, 6 November 2020 11:50 AM

To: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Mr Soo,

What happen?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Sent: Thursday, 5 November 2020 10:49 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Importance: High

Hi Denise

Still in progress now , I'm handling the damage repair.

Please let me check and reply u by today ASAP.

Thank you.

Regards,

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Soo Leong Keat | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |
Mobile: +65 9755 7336 |



Our Goldbell family has always been our **greatest asset**.
We want to **thank our colleagues** for their contribution over the years
and making us one of the **top employers in Singapore**.

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Thursday, November 5, 2020 10:30 AM

To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling
<CatherineChongKL@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Hi All,

Any update on the repair status? Insurance is asking again.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Sent: Tuesday, 3 November 2020 6:11 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling
<CatherineChongKL@goldbell.com.sg>

Subject: Re: GBJ 7880D DOA : 16/08/2020

Importance: High

Dear Denise,

Thank you for your email.

Hi Junior,

kindly assist update repair status to LKK.

Thank you.

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Brian Eng Kwok Long | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 9739 7127 |



From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Tuesday, 3 November 2020 4:20 PM

To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Soo Leong Keat <SooLeongKeat@goldbell.com.sg>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Hi,

Please update on repair status, insurance is asking for status

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6741-3062 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Denise Tay (LKKAuto)

Sent: Monday, 31 August 2020 3:41 PM

To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **GBJ 7880D** (Excess \$350/-). **Not exceeding lump sum \$38,000/-**

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, 26 August 2020 4:35 PM

To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Brian,

Keep you update once authorise.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Sent: Wednesday, 26 August 2020 4:13 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Subject: Re: GBJ 7880D DOA : 16/08/2020

Hi Denise,

We accept the repair limit for this vehicle.

Please assist for the authorisation.

Thanks and Best Regards,

NOTICE:

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All correspondence should be made via email instead. Any inconvenience caused is much regretted.



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Brian Eng Kwok Long | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 9755 7336 |

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Sent: Wednesday, 26 August 2020 9:16 AM

To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Subject: RE: GBJ 7880D DOA : 16/08/2020

Dear Brian,

ok

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>

Sent: Wednesday, 26 August 2020 8:28 AM

To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Ramesh <Ramesh@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>

Subject: Re: GBJ 7880D DOA : 16/08/2020

Dear Denise,

Please allow me some time to make sure Goldbell able to take up the repair cost within the margin.

Sorry for any inconvenience caused.

Regards,

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Brian Eng Kwok Long | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 9755 7336 |

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Wednesday, 26 August 2020 8:24 AM
To: Rasul (LKKAUTO) <Rasul@lkkauto.com>; Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: GBJ 7880D DOA : 16/08/2020

Hi Brian,

How? Any update?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Rasul (LKKAUTO) <Rasul@lkkauto.com>
Sent: Thursday, 20 August 2020 9:39 PM
To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>
Cc: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: GBJ 7880D DOA : 16/08/2020

Hi Brian,

Kindly take note repair limit for this vehicle is 38K

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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