

## Hsiao Tong (LKKAuto)

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**From:** Han Kwan Yong <han.kwan.yong@simedarby.com.sg>  
**Sent:** Thursday, 3 September 2020 10:44 AM  
**To:** Rasul (LKKAuto)  
**Cc:** Hsiao Tong (LKKAuto)  
**Subject:** RE: SDQ 3396B DOA : 17/08/2020

Hi Rasul,

Our workshop had reviewed on the case and in view of MV, we hereby to compromise and accepted the revise offer repair limit at 12K before GST.

Thank you.

Best Regards,

Han Kwan Yong  
Senior Motor Claim Advisor  
Body and Paint

BMW  
Performance Motors  
Performance Munich Autos

TEL: +65 1800 2255 269  
DDI: +65 6319 0110  
FAX: +65 6479 4601  
Mobile: +65 91165700  
Address : 303 Alexandra Road, Singapore 159941  
Email: [han.kwan.yong@simedarby.com.sg](mailto:han.kwan.yong@simedarby.com.sg)

[www.bmw.com.sg](http://www.bmw.com.sg)

Sime Darby Motors  
A member of the Sime Darby Group



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**From:** Rasul (LKKAuto) <Rasul@lkkauto.com>  
**Sent:** Wednesday, 2 September 2020 5:00 pm  
**To:** Han Kwan Yong <han.kwan.yong@simedarby.com.sg>  
**Cc:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Subject:** RE: SDQ 3396B DOA : 17/08/2020

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Hi Han,

We have checked on the MV again, unfortunately, we unable to further increase the repair limit. 12K is the highest

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:** Han Kwan Yong [<mailto:han.kwan.yong@sime-darby.com.sg>]

**Sent:** Wednesday, 2 September, 2020 3:28 PM

**To:** Rasul (LKKAuto)

**Cc:** Hsiao Tong (LKKAuto)

**Subject:** RE: SDQ 3396B DOA : 17/08/2020

Hi Rasul,

Feedback from our workshop and agreed to compromise to revise limit cost of repair at 12.5K.

We look forward your favourable answer.

Thank you.

Best Regards,

Han Kwan Yong  
Senior Motor Claim Advisor  
Body and Paint

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Performance Munich Autos

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Address : 303 Alexandra Road, Singapore 159941  
Email: [han.kwan.yong@sime-darby.com.sg](mailto:han.kwan.yong@sime-darby.com.sg)

[www.bmw.com.sg](http://www.bmw.com.sg)

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**From:** Han Kwan Yong

**Sent:** Wednesday, 2 September 2020 9:19 am

**To:** Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>

**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: SDQ 3396B DOA : 17/08/2020

Hi Rasul,

Morning to you.

Let me check with our workshop and revert to you.

Thank you.

Best Regards,

Han Kwan Yong  
Senior Motor Claim Advisor  
Body and Paint

BMW  
Performance Motors  
Performance Munich Autos

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[www.bmw.com.sg](http://www.bmw.com.sg)

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**From:** Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Sent:** Wednesday, 2 September 2020 9:17 am  
**To:** Han Kwan Yong <[han.kwan.yong@simedarby.com.sg](mailto:han.kwan.yong@simedarby.com.sg)>  
**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: SDQ 3396B DOA : 17/08/2020

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Hi Han,

Repair limit I have increase slightly more, the best offer is 12K only, further than that I'm unable to do so.

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:** Han Kwan Yong [<mailto:han.kwan.yong@simedarby.com.sg>]  
**Sent:** Tuesday, 1 September, 2020 3:48 PM  
**To:** Rasul (LKKAUTO)  
**Cc:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: SDQ 3396B DOA : 17/08/2020

Hi Rasul,

We are unable to repair at 11K.

Feedback from our workshop requested for 13K.

Please advise.

Thank you.

Best Regards,

Han Kwan Yong  
Senior Motor Claim Advisor  
Body and Paint

BMW  
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Performance Munich Autos

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DDI: +65 6319 0110  
FAX: +65 6479 4601  
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Email: [han.kwan.yong@simedarby.com.sg](mailto:han.kwan.yong@simedarby.com.sg)

[www.bmw.com.sg](http://www.bmw.com.sg)

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**From:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Sent:** Tuesday, 1 September 2020 8:45 am  
**To:** Han Kwan Yong <[han.kwan.yong@simedarby.com.sg](mailto:han.kwan.yong@simedarby.com.sg)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** SDQ 3396B DOA : 17/08/2020

[External Mail] This email originated from outside of the organisation; be careful with requests, attachments and links.  
Hi Han,

Kindly take note this vehicle repair limit is 11K.

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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