

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Wednesday, 26 August 2020 5:04 PM
To: Kerlyn Ong; SUR; assignments
Cc: Go Chee Han
Subject: RE: SLU5350D DOA: 23/08/2020

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SLU 5350D** (Excess \$750/-).

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.

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,
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)

-----Original Message-----

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Wednesday, 26 August 2020 3:28 PM
To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Go Chee Han <cheehan.go@cyclecarriage.com.sg>
Subject: RE: SLU5350D DOA: 23/08/2020

Dear Kerlyn,

Let me check and get back to you

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)

-----Original Message-----

From: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Wednesday, 26 August 2020 3:00 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Go Chee Han <cheehan.go@cyclecarriage.com.sg>
Subject: RE: SLU5350D DOA: 23/08/2020

Hi Denise,

Can please help to put this case as urgent?

This vehicle was in since Monday.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

-----Original Message-----

From: Denise Tay (LKKAuto) [mailto:denisetay@lkkauto.com]
Sent: Wednesday, 26 August, 2020 10:57 AM
To: Kerlyn Ong; SUR; assignments
Cc: Go Chee Han
Subject: RE: SLU5350D DOA: 23/08/2020

This email was sent from outside of your organisation

Dear Kerlyn,

Pending approval from insurance, update you 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)

-----Original Message-----

From: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Wednesday, 26 August 2020 9:37 AM
To: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: LEE KATIE <katielee@uoi.com.sg>; Go Chee Han <cheehan.go@cyclecarriage.com.sg>
Subject: RE: SLU5350D DOA: 23/08/2020

Dear Officer,

Please advise if is authorised for repair?

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: <http://www.mercedes-benz.com.sg/>

-----Original Message-----

From: WONG JOSEPHINE [mailto:josephinewong@uoi.com.sg]
Sent: Monday, 24 August, 2020 4:27 PM
To: SUR; assignments
Cc: Kerlyn Ong; LEE KATIE
Subject: FW: SLU5350D DOA: 23/08/2020

This email was sent from outside of your organisation

Without Prejudice

Dear LKK

Kindly assist to survey own damage 's vehicle .

Details of survey as email below . Thanks

OD excess is \$750.

Josephine Wong
Executive
Claims
United Overseas Insurance Limited
3 Anson Road, #28-01 Springleaf Tower, Singapore 079909 Main . (65) 6222 7733 | DID . (65) 6490 9329 | Fax . (65) 6327 3869 | Email . josephinewong@uoi.com.sg

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-----Original Message-----

-----Original Message-----

From: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Monday, 24 August 2020 3:05 PM
To: LEE KATIE <katielee@uoi.com.sg>; jennylew@uoi.com.sg
Subject: SLU5350D

Dear Officer,

Can please arrange to survey under own damage claim.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: <http://www.mercedes-benz.com.sg/>

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