

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 5 November 2020 12:54 PM  
**To:** Loi Ai Ting; Rasul (LKKAuto)  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De; Coco Lu Ting; SUR  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Dear Ms Loi,

WITHOUT PREJUDICE

Confirm final fig \$8,323.40 before excess \$0/- & GST and 5 repair days.

Kindly expedite the discharge voucher and tax invoice to us for close case.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Monday, 2 November 2020 12:17 PM  
**To:** Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>; Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Cc:** Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Songcuan JR Lauro Araos <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Dear Ms Loi,

Please be informed that we are pending for insurance's approval. Once approve, we will send you an email for confirmation.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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**From:** Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>  
**Sent:** Friday, 30 October 2020 10:51 AM  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Cc:** Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Songcuan JR Lauro Araos <[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Hi, Rasul,

Can we confirm finalised amount at \$8,906.04, after GST?

Thanks.

**Best Regards,**

**Loi Ai Ting**



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4556 • F: +65 6565 1240 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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**From:** Loi Ai Ting  
**Sent:** Thursday, 29 October, 2020 5:32 PM  
**To:** Rasul (LKKAuto)  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De; Coco Lu Ting  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Hi, Rasul,

These 2 are the bumper brackets. The question marks parts. Citroen parts' name, bracket is reinforcement.

**Best Regards,**

**Loi Ai Ting**



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**From:** Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]  
**Sent:** Thursday, 29 October, 2020 4:47 PM  
**To:** Loi Ai Ting  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De; Coco Lu Ting  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

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

Hi Ai Ting,

Just to make sure are these parts bumper bracket? It seems like reinforcement for the silver part, and the other photo like garnish.  
Kindly confirm

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:** Loi Ai Ting [<mailto:aiting.loi@cyclecarriage.com.sg>]

**Sent:** Thursday, 29 October, 2020 3:14 PM

**To:** Rasul (LKKAuto)

**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De; Coco Lu Ting

**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Hi, Rasul,

Kindly refer attached photos. Provided by Coco through email dated 15/10/2020.

Please confirm finalised amount.

Thanks.

**Best Regards,**

**Loi Ai Ting**



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

**Sent:** Tuesday, 27 October, 2020 4:29 PM

**To:** Loi Ai Ting

**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

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

Hi Ai Ting,

I received only before paint photos not the damage bracket

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:** Loi Ai Ting [<mailto:aiting.loi@cyclecarriage.com.sg>]  
**Sent:** Thursday, 22 October, 2020 3:58 PM  
**To:** Rasul (LKKAuto)  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De; SUR  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Hi, Rasul,

Photos already submitted on 15/10/2020.

Please confirm finalised amount at \$8,906.04.

Thanks.

**Best Regards,**

**Loi Ai Ting**



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**From:** Coco Lu Ting  
**Sent:** Thursday, 15 October, 2020 9:27 AM

**To:** Loi Ai Ting  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De; Rasul (LKKAUTO)  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Hi Ting,

Photos attached.

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)

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**From:** Loi Ai Ting <[aiting.loi@cyclecarriage.com.sg](mailto:aiting.loi@cyclecarriage.com.sg)>  
**Sent:** Wednesday, 14 October, 2020 6:14 PM  
**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Cc:** Jojo Cheng <[jojo.cheng@cyclecarriage.com.sg](mailto:jojo.cheng@cyclecarriage.com.sg)>; Songcuan JR Lauro Araos  
<[lauro.songcuan@cyclecarriage.com.sg](mailto:lauro.songcuan@cyclecarriage.com.sg)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Rasul (LKKAUTO)  
<[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Hi, Coco,

Please assist. Request photos for Bumper bracket \$335, and Bumper bracket \$331. Refer attached finalise breakdown.

Thanks.

**Best Regards,**

**Loi Ai Ting**



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**From:** Rasul (LKKAuto) [<mailto:Rasul@lkkauto.com>]  
**Sent:** Wednesday, 14 October, 2020 2:44 PM  
**To:** Loi Ai Ting  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

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

Hi Ai Ting,

Sorry, got a few check item damage photos needed, bumper bracket 2 item

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:** Loi Ai Ting [<mailto:aiting.loi@cyclecarriage.com.sg>]  
**Sent:** Tuesday, 13 October, 2020 9:41 AM  
**To:** Rasul (LKKAuto)  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

Hi, Rasul,

Kindly refer attached before paint photos as per requested.

Kindly confirm finalised amount at \$8,906.04.

Thanks.

**Best Regards,**

**Loi Ai Ting**



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**From:** Rasul (LKKAUTO) [<mailto:Rasul@lkkauto.com>]  
**Sent:** Tuesday, 13 October, 2020 9:07 AM  
**To:** Loi Ai Ting  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De  
**Subject:** RE: SLT9102H, finalisation (Cit WIP: 15670)

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

Hi Ai Ting,

Kindly forward the resurvey before paint photos

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:** Loi Ai Ting [<mailto:aiting.loi@cyclecarriage.com.sg>]  
**Sent:** Monday, 12 October, 2020 4:18 PM  
**To:** Rasul (LKKAUTO)  
**Cc:** Jojo Cheng; Songcuan JR Lauro Araos; Andre Chow En De; Admin A; Admin-D (LKKAUTO)  
**Subject:** SLT9102H, finalisation (Cit WIP: 15670)

Hi, Rasul,

Kindly confirm finalised amount at \$8,906.04.

Thanks.

**Best Regards,**

**Loi Ai Ting**



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