

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Tuesday, 29 September 2020 12:16 PM  
**To:** 'Don Bong Kiong Hua'  
**Cc:** Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit; SUR  
**Subject:** RE: SMM3996J OD AIG DOA 19.09.2020

Dear Don,

As instructed by our client, please proceed to repair the insured vehicle **SMM 3996J (Excess 600/-)**.

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,

**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:** Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>  
**Sent:** Thursday, 24 September 2020 1:33 PM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Cc:** Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>  
**Subject:** RE: SMM3996J OD AIG DOA 19.09.2020  
**Importance:** High

Too late customer going meeting after the survey done.

Don Bong  
Claim Division Operations  
209 Pandan Gardens  
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

 A member of the Institute of Cycle & Carriage Group

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**From:** admin <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Thursday, 24 September 2020 1:29 PM  
**To:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>  
**Cc:** 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)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: SMM3996J OD AIG DOA 19.09.2020

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

Dear Don,

May we arrange at 3pm instead?

**G.NIVITHA**  
**LKK Auto Consultants Pte Ltd**

*\* 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*

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**Sent:** Thursday, 24 September 2020 1:17 PM  
**To:** admin <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** 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)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** RE: SMM3996J OD AIG DOA 19.09.2020  
**Importance:** High

Hi Admin Officer,

Please assist to survey this vehicle tomorrow at 2.30 pm (Customer waiting).

Thanks

Don Bong  
Claim Division Operations  
209 Pandan Gardens  
Singapore 609339



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T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

 A member of the Landline Cycle & Carriage Group

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**From:** admin <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Thursday, 24 September 2020 12:20 PM  
**To:** Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>  
**Subject:** SMM3996J OD AIG DOA 19.09.2020

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

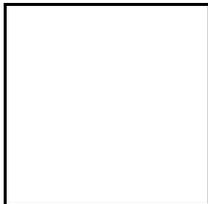
Dear Don,

Is the vehicle SMM 3996J in the wksp?

**G.NIVITHA**  
**LKK Auto Consultants Pte Ltd**

*\* 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*

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