

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Tuesday, 29 September 2020 3:41 PM
To: Don Bong Kiong Hua
Cc: Admin A; SUR; Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit
Subject: RE: SMQ8280L DOA 23.09.2020 VEHICLE IN OUR WORKSHOP (URGENT)

Dear Don,

excess amount is \$600.00

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: Tuesday, 29 September 2020 2:09 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; 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: SMQ8280L DOA 23.09.2020 VEHICLE IN OUR WORKSHOP (URGENT)

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SMQ8280L (Excess \$tbc/-)**.

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: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Monday, 28 September 2020 6:08 PM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SMQ8280L DOA 23.09.2020 VEHICLE IN OUR WORKSHOP (URGENT)

Hi

This is OD case.

please replace CS's ref.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Monday, 28 September, 2020 5:46 PM
To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>; admin <admin-d@lkkauto.com>; assignments@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: SMQ8280L DOA 23.09.2020 VEHICLE IN OUR WORKSHOP (URGENT) *
Importance: High

Hi Claim Officer,

We still waiting authorise for this vehicle. Can we proceed repair ?

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

 A member of the Institute Cycle & Carriage Singapore

From: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.com>
Sent: Thursday, 24 September 2020 12:15 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
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: SMQ8280L DOA 23.09.2020 VEHICLE IN OUR WORKSHOP

This email was sent from outside of your organisation

Hi Don,

We'll appoint LKK to conduct survey.

Thanks.

AIG Claims Survey

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Thursday, September 24, 2020 11:50 AM
To: AIG SGP, Claims-Survey <AIGSGP_ClaimsSurvey@aig.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: [EXTERNAL] FW: SMQ8280L DOA 23.09.2020 VEHICLE IN OUR WORKSHOP
Importance: High

This message is from an external sender; be cautious with links and attachments.

Dear officer in charge,

Please arrange survey for our customer car.

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
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