

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Thursday, 8 October 2020 2:41 pm
To: Coco Lu Ting
Cc: SUR
Subject: RE: SMD 8103J OD 0811751792SG Labour Check

Dear Coco,

As instructed by our client, please proceed to repair the insured vehicle **SMD 8103J** (Excess \$ 800/-).

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 right not to pay if there is no valid approval obtained before repair.

NOTE:

- **Front Support Panel TBC as Front Reinforcement replaceable labour to revise @ \$450 x 5 = \$2,250/-**
- **R/I Aircon Condenser & Radiator TBC**
- **R/I Frt Windscreen Photo TBC**
- **Apply Frt Windscreen Sealant TBC**
- **To Conduct Wheel Alignment Report Require TBC**
- **R/I Dashboard to facilitate repair TBC**
- **Parts - Panel Assy,Fr End damaged photo on vehicle before dismantle TBC**
- **Parts- Moulding, Windshield TBC**
- **Parts- Stopper, Windshield TBC**
- **Parts- Spacer, Windshield TBC**
- **Parts- Spacer, QTR Window TBC**
- **09 Repair Days as per job in progress**

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
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: Shirley Hiew (LKK Auto)
Sent: Monday, 5 October 2020 5:47 pm
To: 'Coco Lu Ting' <coco.lu@cyclecarriage.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: SMD 8103J OD 0811751792SG Labour Check

Dear Coco,

We will re-seek authorize approval from AIG and update you once done.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Monday, 5 October 2020 5:08 pm
To: Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: SMD 8103J OD 0811751792SG Labour Check

Dear all,

Ok noted , Will proceed repair, and take photos for those ? mark labour.

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

 A member of the Jardine Cycle & Carriage Group

From: Rasul (LKKAuto) <Rasul@lkkauto.com>
Sent: Thursday, 1 October, 2020 1:51 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: FW: SMD 8103J OD 0811751792SG Labour Check

This email was sent from outside of your organisation

Hi Coco,

Refer to below email from AIG
Mandate not approved, most of the items TBC labour revised to 5 days (2250)

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 | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Veron Chen (LKKAuto)

Sent: Thursday, 1 October, 2020 12:03 PM

To: Rasul (LKKAuto)

Subject: FW: SMD 8103J OD 0811751792SG Labour Check

Dear Rasul,

Shirley case-Kindly informed repairer as per below email from AIG.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Ng, Thaddaeus-HC <Thaddaeus-HC.Ng@aig.com>

Sent: Thursday, 1 October 2020 11:36 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Lim, Kok-Chong <Kok-Chong.Lim@aig.com>; Fong, Andy-SY <Andy-SY.Fong@aig.com>

Subject: SMD 8103J OD 0811751792SG Labour Check

Hi,

Mandate not approve.

Labour & Parts to check and advise repairer accordingly.

- Front Support Panel TBC as Front Reinforcement replaceable labour to revise @ \$450 x 5 = \$2,250/-
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- Parts- Spacer, Windshield TBC
- Parts- Spacer, QTR Window TBC
- 09 Repair Days as per job in progress

Regards,
Thaddaeus Ng
AIG

Motor Claims Surveyor

Claims|AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Hp +(65) 8876 5433

Thaddaeus-HC.Ng@AIG.com | www.AIG.com.sg

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