

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Monday, 12 October 2020 10:40 AM
To: Edwin Abcede Caina; Admin-D (LKKAuto); SUR
Cc: assignments; Andre Chow En De; Coco Lu Ting
Subject: RE: SMA 3429T OD CLAIM DOA:05.10.2020

Dear Edwin,

As instructed by our client , please proceed to repair the **insured vehicle SMA 3429T (Excess \$300)**.

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: All Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency. Before paint photos for all New Panels required.

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: Veron Chen (LKKAuto)
Sent: Friday, 9 October 2020 5:26 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: RE: SMA3429T OD CLAIM DOA:05.10.2020

Dear Edwin,

Will gave them a chaser.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Friday, 9 October 2020 3:19 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: RE: SMA3429T OD CLAIM DOA:05.10.2020

Hi Veron,

Hope can proceed the repair by today because without the authorization no replacement vehicle will be given to our customer. This is the reason why they are chasing us.

Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 •

 A member of the Jardine Cycle & Carriage Group

From: admin <admin-d@lkkauto.com>
Sent: Friday, October 9, 2020 1:51 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>
Cc: assignments@lkkauto.com; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: RE: SMA3429T OD CLAIM DOA:05.10.2020

This email was sent from outside of your organisation

Dear Edwin,

Thank you for the email.

Dear Veron,

Kindly assist

FYNA Our Ref : CS/AIG20010816/T1vd3

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

** 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: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Friday, 9 October 2020 1:32 PM
To: admin <admin-d@lkkauto.com>
Cc: assignments@lkkauto.com; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: RE: SMA3429T OD CLAIM DOA:05.10.2020

Hi Admin,

Please reply our client are chasing for your approval.

Best Regards,

Edwin Caina
Advisor- Customer Service



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From: Edwin Abcede Caina
Sent: Friday, October 9, 2020 8:21 AM
To: admin <admin-d@lkkauto.com>
Cc: assignments@lkkauto.com
Subject: RE: SMA3429T OD CLAIM DOA:05.10.2020

Motor Claims,

May we follow up the authorization on the following vehicles:

1. SMJ2534G
2. SMA3429T
3. SLH5065X

Thank you,

Best Regards,

Edwin Caina
Advisor- Customer Service

From: admin <admin-d@lkkauto.com>
Sent: Wednesday, October 7, 2020 3:20 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Cc: assignments@lkkauto.com
Subject: RE: SMA3429T OD CLAIM DOA:05.10.2020

This email was sent from outside of your organisation

Dear Edwin,

Noted with thanks.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@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: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Sent: Wednesday, 7 October 2020 3:16 PM
To: admin <admin-d@lkkauto.com>
Cc: assignments@lkkauto.com
Subject: RE: SMA3429T OD CLAIM DOA:05.10.2020

Hi,

Vehicle has been survey by Taufikh. Thank you

Best Regards,

Edwin Caina
Advisor- Customer Service

From: admin <admin-d@lkkauto.com>
Sent: Wednesday, October 7, 2020 1:54 PM
To: Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Cc: assignments@lkkauto.com
Subject: SMA3429T OD CLAIM DOA:05.10.2020

This email was sent from outside of your organisation

Dear Edwin,

Is the vehicle SMA 3429T in the workshop?

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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