

## Veron Chen (LKKAuto)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 27 October 2020 1:52 PM  
**To:** Edwin Abcede Caina; SUR  
**Cc:** Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua; Kevin Leong Wai Kit  
**Subject:** RE: SMS3678X OD CLAIM DOA:23.10.2020

Dear Edwin,

As instructed by our client , please proceed to repair the **insured vehicle SMS 3678X, (Excess \$0/-)**.

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: Re-inspection require on hidden part, check item, supplementary part with clear photo.**

**Before painting photo require on (Rear End Panel, Rear Floor Panel, Both Rear Fender).**

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)

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**From:** Veron Chen (LKKAuto)  
**Sent:** Tuesday, 27 October 2020 11:14 AM  
**To:** Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; AIG SGP, Claims-Survey <AIGSGP\_ClaimsSurvey@aig.com>; 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>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>  
**Subject:** RE: SMS3678X OD CLAIM DOA:23.10.2020

Dear Edwin,

Pending approval 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)

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**From:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Sent:** Tuesday, 27 October 2020 10:58 AM

**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>; Admin-D (LKKAuto) <[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)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** RE: SMS3678X OD CLAIM DOA:23.10.2020

Motor Claims,

May we follow up for the authorization to repair

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

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**From:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>

**Sent:** Friday, October 23, 2020 4:35 PM

**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@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)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** RE: SMS3678X OD CLAIM DOA:23.10.2020

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

Hi Edwin,

We'll appoint LKK to conduct survey.

Thanks.

AIG Claims Survey

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**From:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Sent:** Friday, October 23, 2020 4:20 PM

**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.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)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** [EXTERNAL] SMS3678X OD CLAIM DOA:23.10.2020

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

Motor Claims,

Please help us to arrange surveyor vehicle is in our workshop.

Thank you

Best Regards,

**Edwin Caina**  
Advisor- Customer Service



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

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**From:** PGLJ06 <[PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg)>  
**Sent:** Friday, October 23, 2020 4:21 PM  
**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>  
**Subject:** scan to email

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