

## Shirley Hiew (LKK Auto)

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**From:** Kenneth Ding <kenneth.ding@dingauto.sg>  
**Sent:** Thursday, 3 December 2020 10:59 am  
**To:** 'Kenneth Ding'; Shirley Hiew (LKK Auto); SUR; 'Jenny Lew'  
**Cc:** 'Accounts ( Ding Auto )'  
**Subject:** RE: SMK763U - OD CLAIMS - Finalize and Close File  
**Attachments:** Screenshot\_20201124-181140\_Gallery.jpg; Screenshot\_20201124-181138\_Gallery.jpg; Screenshot\_20201124-181132\_Gallery.jpg; Screenshot\_20201124-181129\_Gallery.jpg; Screenshot\_20201124-181124\_Gallery.jpg; Screenshot\_20201124-181135\_Gallery.jpg

Dear Shirley,

Good day to you.

We would like to follow up on our offer and finalize for this case as agreed at \$5800.00 before GST and excess.

Kindly let us have the DV for us to allow customer to sign and close this case.

Thank you and we look forward to hear from you soon.

Best Regards,  
Kenneth Ding  
HP: 92313123

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**From:** Kenneth Ding [mailto:kenneth.ding@dingauto.sg]  
**Sent:** Saturday, November 28, 2020 1:32 PM  
**To:** 'Kenneth Ding'; 'Shirley Hiew (LKK Auto)'; 'SUR'; 'Jenny Lew'  
**Cc:** 'Accounts ( Ding Auto )'  
**Subject:** RE: SMK763U - OD CLAIMS - Finalize and Close File

Dear Shirley,

Good day to you.

We would like to follow up on our offer and finalize for this case as agreed at \$5800.00 before GST and excess.

Kindly let us have the DV for us to allow customer to sign and close this case.

Thank you and we look forward to hear from you soon.

Best Regards,  
Kenneth Ding  
HP: 92313123

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**From:** Kenneth Ding [mailto:kenneth.ding@dingauto.sg]  
**Sent:** Tuesday, November 24, 2020 6:14 PM  
**To:** 'Kenneth Ding'; 'Shirley Hiew (LKK Auto)'; 'SUR'; 'Jenny Lew'  
**Cc:** 'Accounts ( Ding Auto )'  
**Subject:** SMK763U - OD CLAIMS - Finalize and Close File

Dear Shirley,

Good day to you.

We would like to finalize and close this case as follow:

Repair cost – (Repair Limit) \$5800.00 all in before GST and Excess.

Thank you so much, please help me process the claims and payment.

Best Regards,  
Kenneth Ding  
HP: 92313123

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**From:** Kenneth Ding [mailto:kenneth.ding@dingauto.sg]  
**Sent:** Friday, November 6, 2020 6:10 PM  
**To:** Shirley Hiew (LKK Auto)  
**Cc:** Accounts ( Ding Auto ); SUR  
**Subject:** Re: SMK763U - OD CLAIMS

Dear Shirley,

Good day to you.

We agreed with the offer of \$5800.00 lumpsum repair before GST and excess.

Thank you and we will inform if any supplementary.

Thank you so much.

Best regards,  
Kenneth Ding

On Fri, 6 Nov 2020, 6:04 pm Shirley Hiew (LKK Auto), <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)> wrote:

Dear Kenneth,

As instructed by our client , please proceed to repair the **insured vehicle SMK 763U Not Exceeding Repair Limit \$ 5,800/- (Lump Sum) or whichever lower**, (Excess \$ 100/-).

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.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto: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.**

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**From:** Kenneth Ding <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>  
**Sent:** Friday, 6 November 2020 5:54 pm  
**To:** 'Kenneth Ding' <[kenneth.ding@dingauto.sg](mailto:kenneth.ding@dingauto.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'Accounts ( Ding Auto )' <[accounts@dingauto.sg](mailto:accounts@dingauto.sg)>  
**Subject:** RE: SMK763U - OD CLAIMS

Dear LKK Motor Claims Officer,

Good day to you.

As per China Taiping Insurance information, we will proceed with repair at \$5.8k all in before GST and excess.

Thank you and please let us know if needed any further information or details.

Best Regards,

Kenneth Ding

HP: 92313123

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**From:** Kenneth Ding [<mailto:kenneth.ding@dingauto.sg>]  
**Sent:** Tuesday, November 3, 2020 4:56 PM  
**To:** '[sur@lkkauto.com](mailto:sur@lkkauto.com)'  
**Cc:** 'Accounts ( Ding Auto )'  
**Subject:** FW: SMK763U - OD CLAIMS

Dear Claims Officers,

As spoken, we proposed lumpsum repair at \$10k for this case.

Thank you and we look forward to hear from you soon.

Best Regards,

Kenneth Ding

HP: 92313123

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**From:** Kenneth Ding [<mailto:kenneth.ding@dingauto.sg>]

**Sent:** Saturday, October 31, 2020 4:52 PM

**To:** '[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)'

**Cc:** 'Accounts ( Ding Auto )'

**Subject:** SMK763U - OD CLAIMS

Dear China Taiping Motor Claims Officers,

Good day to you.

Please see attached GIA report, Merimen Estimate and Autodex estimate.

We would like to submit this OD claims for this vehicle – SMK763U.

Kindly help to arrange to survey this vehicle at our workshop located at

**DING AUTO PTE LTD**

**Blk 10 Sin Ming Industrial Estate Sector C #01-20 Singapore 575645.**

Thank you so much.

Best Regards,

Kenneth Ding

HP: 92313123