

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 1 December 2020 9:33 AM
To: Brian Eng Kwok Long
Cc: SUR
Subject: RE: OD claims SGG 222 G

Dear Brian,

As instructed by our client, please proceed to repair the insured vehicle **SGG 222G at repair cost not more than \$37,000.00 on part by part basis or whichever lower (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: Kindly arrange our surveyor to conduct resurvey of before paint (repair panel).

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 30 November 2020 5:50 PM
To: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>
Cc: Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Subject: RE: OD claims SGG 222 G

Dear Brian,

Please be informed that we are still pending for insurance's approval. Once approve, we will send you an email.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Brian Eng Kwok Long <EngKwokLong@goldbell.com.sg>
Sent: Monday, 30 November 2020 3:59 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Subject: OD claims SGG 222 G

Hi Shiau Chan,,

Can assist check for the claims status?

Vehicle been survey by LKK Guoqiang on 25/11/2020 but till date yet received any authorisation to start for the repair?

Please advise as customer is making an enquiry.

Thanks and Best regards,

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

All correspondence should be made via email instead. Any inconvenience caused is much regretted.



Brian Eng Kwok Long | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 9739 7127 |

