

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Tuesday, 5 January 2021 1:24 PM  
**To:** Edwin Abcede Caina; Admin A; Admin-D (LKKAUTO)  
**Cc:** Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua; Kevin Leong Wai Kit  
**Subject:** RE: SMM 6890K-DOA: 30/12/20

Dear Edwin,

As instructed by our client , please proceed to repair the **insured vehicle SMM 6890K, (Excess \$600/-)**.

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.

**Checked and Supplementary items to resurvey with CLEAR photos for damage and consistency.**

**Before paint photos for all NEW Panels and Parts required after repair.**

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>  
**Sent:** Tuesday, 5 January 2021 9:28 AM  
**To:** AIG SGP, Claims-Survey <AIGSGP\_ClaimsSurvey@aig.com>; Admin A <admin-a@lkkauto.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: SMM6890K / SMG8453H / SLW8483Z Waiting for approval.

Officer in Charge,

We are making a follow up in regards to 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 •

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**From:** Edwin Abcede Caina

**Sent:** Monday, January 4, 2021 1:07 PM

**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Nivitha (LKK Auto) <[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:** SMM6890K / SMG8453H / SLW8483Z Waiting for approval.

Officer in Charge,

All vehicles has already been survey may we request for a quick respond in regards for the authorization to repair because all clients are waiting for their replacement vehicle.

Thank you

Best Regards,

**Edwin Caina**  
**Advisor- Customer Service**



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