

Shiau Chan (LKKAUTO)

From: Taufikh (LKKAUTO)
Sent: Wednesday, 16 June 2021 4:46 pm
To: SUR; CS A Team
Subject: FW: SLZ 635P / OD / AIG

From: ALPHA CAR SERVICES <AlphaCarServices@hotmail.com>
Sent: Wednesday, 16 June 2021 4:45:51 PM (UTC+08:00) Kuala Lumpur, Singapore
To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>
Cc: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Subject: Re: SLZ 635P / OD / AIG

In light of the COVID-19 Phase 2 Resumption of Businesses implemented by the Government, we seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower. We thank you for your understanding. Stay safe and healthy! Note: As correspondence will be by way of email only. Kindly acknowledge receipt of this email. ❤️

REMARK: ALPHA CAR SERVICES WILL IMPLEMENT GST ON JUNE 1ST, 2021.

Dear Abg. Taufikh and Ms. Shiau Chan,

We refer to our telephone conversation between our Cailing and your good self Shiau Chan earlier. We agreed on COR \$7300 [BEFORE GST]. As spoken we shall revert the Credit note of inv: 2101-0448 and the Supporting documents [Invoice, Excess Invoice, Client's Satisfaction Voucher, and Alpha Letter of Authorization for your attention.

Regards,

ChaiLing [Allysa] ❤️

ALPHA Car Services Pte Ltd

Tel : 6509 8258

Blk C, Kaki Bukit Ave 6 #01-59, Kaki Bukit Autobay (S)417883

From: Taufikh (LKK Auto) <taufikh@lkkauto.com>
Sent: Monday, 14 June 2021 12:51 PM
To: 'Alpha Car Services' <alphacarservices@hotmail.com>
Cc: 'Shiau Chan (LKKAUTO)' <siewsc@lkkauto.com>
Subject: RE: SLZ 635P / OD / AIG

Hi Cailing

Refer attached, COR I/s \$7300 , 6 days.

Subject to insurance approval.

Regards
Taufikh
Lkk Auto

From: Shiau Chan (LKKAUTO) [mailto:siewsc@lkkauto.com]
Sent: Monday, 17 May 2021 5:29 PM
To: Alpha Car Services; Taufikh (LKKAUTO)
Cc: SUR; Divyashni.Subramaniam@aig.com; NurMariahHuibrechts.MohdRizal@aig.com
Subject: RE: SLZ 635P / OD / AIG

Dear Cai Ling,

Thank you for the email.

We need check the matter with our surveyor.

Dear Taufikh,

FYNA.

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: Alpha Car Services <alphacarservices@hotmail.com>
Sent: Monday, 17 May 2021 5:13 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Divyashni.Subramaniam@aig.com; NurMariahHuibrechts.MohdRizal@aig.com
Subject: RE: SLZ 635P / OD / AIG
Importance: High

In light of the COVID-19 Phase 2 Resumption of Businesses implemented by the Government, we seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower. We thank you for the understanding. Stay safe and healthy! Note: As correspondence will be by way of email only. Kindly acknowledge receipt of this email. ❤️

Dear Shiau Chan,

Just to follow up on the case, just wonder will yourside settle the above-mentioned claim with us?

Thanks and regards,

CaiLing ❤️

6509 8258

ALPHA CAR SERVICES PTE LTD

Blk C, Kaki Bukit Ave 6 #01-59, Kaki Bukit Autobay (S)417883

From: ALPHA CAR SERVICES <AlphaCarServices@hotmail.com>
Sent: Tuesday, 16 February 2021 10:56 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Divyashni.Subramaniam@aig.com; NurMariahHuibrechts.MohdRizal@aig.com
Subject: RE: SLZ 635P / OD / AIG
Importance: High

In light of the COVID-19 Phase 1 Resumption of Businesses implemented by the Government, we seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower. We thank you for the understanding. Stay safe and healthy!

Note: In light of the Covid-19 situation, all correspondence will be by way of email only. Kindly acknowledge receipt of this email.

Dear Shiau Chan,

We refer to the above mentioned matter. Enclosed herewith the amended revised invoice for your attention.

- 1) Customer satisfaction Voucher
- 2) Invoice
- 3) Own Damage Letter Claim
- 4) The Duly Executed ALPHA Letter of Authorisation by Client
- 5) Excess invoice

Kindly advise us shall we mail out the original documents to yoursides?

Thanks & Regards,

ALPHA Car Services Pte Ltd

Tel : 6509 8258

Blk C, Kaki Bukit Ave 6 #01-59, Kaki Bukit Autobay (S)417883

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, January 14, 2021 12:18 PM
To: Alpha Car Services <alphacarservices@hotmail.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SLZ 635P / OD / AIG

Dear Cai Ling,

Please send the DV & invoice to us after finalisation.

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: Alpha Car Services <alphacarservices@hotmail.com>
Sent: Thursday, 14 January 2021 12:03 PM
To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SLZ 635P / OD / AIG
Importance: High

We seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower. We thank you for the understanding. Stay safe and healthy!


Note: As correspondence will be by way of email only. Kindly acknowledge receipt of this email. ❤️

Dear Denise,

Thanks for alerting us. We shall proceed to commence the repairing / change parts for the above-mentioned vehicle. Kindly advise the LOD / invoice / client's satisfaction voucher shall email to whom? AIG or yoursides.

REMARK: WE WILL ALERT MR TAUFIK AND YOURGOODSELF TO CONDUCT SURVEY AFTER REPAIR ON THE VEHICLE BEFORE WE RETURN IT TO THE CLIENT.

Thanks and regards,

CaiLing 

65098258

ALPHA CAR SERVICES PTE LTD

Blk C, Kaki Bukit Ave 6 #01-59, Kaki Bukit Autobay (S)417883

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Thursday, 14 January 2021 9:41 AM
To: ALPHA CAR SERVICES <AlphaCarServices@hotmail.com>
Cc: SUR <sur@lkkauto.com>
Subject: SLZ 635P / OD / AIG

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SLZ 635P** (Excess \$600/-).
Limit repair not exceeding at \$11,000/- whichever lower on lump sum, base on surveyor marking.

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.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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