

Veron Chen (LKKAUTO)

From: Kenneth Kong (LKKAUTO)
Sent: Tuesday, 27 April 2021 5:32 PM
To: Veron Chen (LKKAUTO)
Subject: FW: Survey Vehicle SGX 1530X

Go market buy vegetable "Lemon Law"

From: Shabir <shabir@tts.com.sg>
Sent: Tuesday, 27 April 2021 5:17 pm
To: kavi@tts.com.sg; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Kenneth Kong (LKKAUTO) <KennethKong@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey Vehicle SGX 1530X

Dear All,

Hope this email finds you well!

I have been copied in this email without receiving any reply from your good office.

In case, you have misunderstood our question, we are merely looking for instructions on how to proceed with the repairs. I understand the NORM or practice there is on the market. But this practice should not be unjustified. There is no provision or legislation that such a vehicle is to be repaired on a lump sum repair basis. Lastly, a lump sum repair basis with having the repairers warrant/ guarantee the repairs under "lemon law" for six months is also unfair. You have adjusted the repair cost with no parameters/ basis of adjustment yet, the law requires us to warrant the repairs.

As technical adjusters, I believe the instructions on how best to proceed with the repairs should come from yourself. Since the adjustment of replacing and repairing comes from you.

With that said, I do hope to hear from you soon, so as to ease my colleague's affair on the expediting of this case.

Thank You

Best Regards

Mohamed Shabir

After Sales Manager



We are committed to the preservation of the environment. Please print this email only if it is absolutely necessary.

TTS Motor Group Pte Ltd (Co Reg No: 198702999Z)

TTS Eurocars Pte Ltd (Co Reg No: 200413930H)

383 Sin Ming Drive TTS Centre Singapore 575717

Tel: (65) 6757 2622 Ext123 Fax: (65) 6741 1626

Email: shabir@tts.com.sg Website: www.tts.com.sg

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From: Kavi [<mailto:kavi@tts.com.sg>]
Sent: Tuesday, 27 April, 2021 4:30 PM
To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; shabir@tts.com.sg; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>
Cc: 'assignments' <assignments@lkkauto.com>; 'Kenneth Kong (LKKAUTO)' <KennethKong@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: Survey Vehicle SGX 1530X

Dear Veron,

As spoken, please reply, so that we can do the necessary.

Regards,
Ms. Kavi
Motor Claims Officer

From: Kavi [<mailto:kavi@tts.com.sg>]
Sent: 26 April, 2021 5:21 PM
To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'shabir@tts.com.sg' <shabir@tts.com.sg>; 'Admin-D (LKKAUTO)' <admin-d@lkkauto.com>
Cc: 'assignments' <assignments@lkkauto.com>; 'Kenneth Kong (LKKAUTO)' <KennethKong@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: Survey Vehicle SGX 1530X

Dear Veron,

We did not agree to a Lump sum.

Please confirm that the repair will be on part by part basis, So that we can proceed.

Thank you.

Regards,
Ms. Kavi
Motor Claims Officer

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: 16 April, 2021 10:29 AM
To: shabir@tts.com.sg; Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; kavi@tts.com.sg; Kenneth Kong (LKKAUTO) <KennethKong@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey Vehicle SGX 1530X

Dear Shabir,

Please see attach mark estimate by surveyor Kenneth

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)

From: Shabir <shabir@tts.com.sg>

Sent: Friday, 16 April 2021 9:08 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; kavi@tts.com.sg; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: RE: Survey Vehicle SGX 1530X

Dear Veron,

As per every case, there is a requirement for authorisation to repair. And as per every survey, the surveyor will indicate on the marked estimate the mode of repair and requirement for photos before paint.

Workshops cannot carry out repairs at their own discretion.

I trust you mean well in this matter, will forward your email to sompo for clarification.

Thank You

Best Regards

Mohamed Shabir

After Sales Manager



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TTS Motor Group Pte Ltd (Co Reg No: 198702999Z)

TTS Eurocars Pte Ltd (Co Reg No: 200413930H)

383 Sin Ming Drive TTS Centre Singapore 575717

Tel: (65) 6757 2622 Ext123 Fax: (65) 6741 1626

Email: shabir@tts.com.sg Website: www.tts.com.sg

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

Sent: Thursday, 15 April, 2021 5:55 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; shabir@tts.com.sg

Cc: assignments <assignments@lkkauto.com>; kavi@tts.com.sg; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: RE: Survey Vehicle SGX 1530X

Dear Shabir,

This is a TP claim no authorisation will be given.

Please carry out the repair at your own discretion.

Kindly arrange before paint.

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)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Thursday, 15 April 2021 1:19 PM

To: shabir@tts.com.sg; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: assignments <assignments@lkkauto.com>; kavi@tts.com.sg; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: RE: Survey Vehicle SGX 1530X

Dear Sir / Mdm,

Thank you for your email.

Dear Veron,

Kindly assist.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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.

From: Shabir <shabir@tts.com.sg>

Sent: Thursday, 15 April, 2021 12:32 PM

To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>

Cc: assignments@lkkauto.com; kavi@tts.com.sg; kennethkong@lkkauto.com

Subject: RE: Survey Vehicle SGX 1530X

Hi Summer,

Over at TTS Eurocars Pte Ltd, we do not carry out lump sum repairs unless repair works exceed the economical repair value.

Further to that, for us to carry out lump sum repairs, I will need your written instructions on the repair procedures and requirements clearly stating what items to be replaced with new/ reconditioned/ repair. That will show that we are adhering to your guidelines and instructions.

Finally, your written instructions must also state that you will honour a 6 months warranty as per the law requirement in the future for any defects and TTS EUROCARS PTE LTD will once more carry out the repairs.

Thank You

Best Regards

Mohamed Shabir

After Sales Manager



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TTS Motor Group Pte Ltd (Co Reg No: 198702999Z)

TTS Eurocars Pte Ltd (Co Reg No: 200413930H)

383 Sin Ming Drive TTS Centre Singapore 575717

Tel: (65) 6757 2622 Ext123 Fax: (65) 6741 1626

Email: shabir@tts.com.sg Website: www.tts.com.sg

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From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Tuesday, 13 April, 2021 2:38 PM

To: kavi@tts.com.sg

Cc: assignments@lkkauto.com; shabir@tts.com.sg

Subject: RE: Survey Vehicle SGX 1530X

Dear Kavi,

Noted with thanks.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Kavi <kavi@tts.com.sg>

Sent: Tuesday, 13 April, 2021 2:39 PM

To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>

Cc: assignments@lkkauto.com; shabir@tts.com.sg

Subject: RE: Survey Vehicle SGX 1530X

Dear Summer,

Then no choice. Please arrange for Kenneth to come over tomorrow at 2pm.

Estimate as attached.

Regards,
Ms. Kavi
Motor Claims Officer

From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: 13 April, 2021 2:28 PM
To: kavi@tts.com.sg
Cc: assignments@lkkauto.com; shabir@tts.com.sg
Subject: RE: Survey Vehicle SGX 1530X

Dear Kavi,

Noted with thanks.

I will arrange Kenneth, Marcus full appointment already thanks.

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1,
#02-25 | S(408933)

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From: Kavi <kavi@tts.com.sg>
Sent: Tuesday, 13 April, 2021 2:09 PM
To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>
Cc: assignments@lkkauto.com; shabir@tts.com.sg
Subject: RE: Survey Vehicle SGX 1530X

Dear Summer,

Not in workshop, arranged with customer for Wednesday (14.04.21) at 2pm.

Please send Marcus Chua as requested.

Thank you.

Regards,
Ms. Kavi
Motor Claims Officer

From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: 13 April, 2021 1:55 PM

To: kavi@tts.com.sg

Cc: assignments@lkkauto.com

Subject: Survey Vehicle SGX 1530X

Dear Kavi,

Is the vehicle SGX 1530X in the workshop?

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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