

## Hui Zhen (LKK Auto)

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**From:** Hui Zhen (LKK Auto)  
**Sent:** Friday, 30 April 2021 2:52 pm  
**To:** Catherine Chong Kai Ling; SUR  
**Cc:** Ramesh  
**Subject:** RE: SMS6311J

Dear Catherine,

As instructed by our client , please proceed to repair the **insured vehicle SMS 6311 J , (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 & before paint for all panels and parts.**

Best Regards,

**Hui Zhen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [huizhen@lkkauto.com](mailto:huizhen@lkkauto.com) | fax: 6256-4315

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

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**From:** Hui Zhen (LKK Auto)  
**Sent:** Friday, 30 April 2021 9:34 am  
**To:** Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; SUR <sur@lkkauto.com>  
**Cc:** Ramesh <Ramesh@goldbell.com.sg>  
**Subject:** RE: SMS6311J

Dear Catherine,

We are still pending approval from insurance.

Best Regards,

**Hui Zhen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [huizhen@lkkauto.com](mailto:huizhen@lkkauto.com) | fax: 6256-4315

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

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**From:** Catherine Chong Kai Ling [<mailto:CatherineChongKL@goldbell.com.sg>]  
**Sent:** Friday, 30 April 2021 9:10 am  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>  
**Subject:** SMS6311J

Dear Sir / Madam,

Kindly assist to check the authorise repair status?

Thank you.

**NOTICE:**

Due to the current COVID-19 situation, please refrain from sending hardcopy documents to us as delays are to be expected. All correspondence should be done via email instead. Thank you for staying safe with us!



**Catherine Chong Kai Ling | Customer Service Advisor, Motor Claims**  
Goldbell Engineering Pte Ltd

t: | m:9736 1300 | f: | w: [www.goldbell.com.sg](http://www.goldbell.com.sg)

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