

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 20 May 2021 4:21 PM  
**To:** Edwin Abcede Caina; SUR; Admin-D (LKKAUTO)  
**Cc:** Andre Chow En De; Coco Lu Ting; Kevin Leong Wai Kit  
**Subject:** RE: SKB 838J Pending authorization to repair-DOA: 18/5/21  
**Attachments:** 838.mp4

Dear Edwin,

Kindly be informed total excess has been amended to \$300

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 [mailto:edwin.caina@cyclecarriage.com.sg]  
**Sent:** Thursday, 20 May 2021 4:10 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@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>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>  
**Subject:** RE: SKB 838J Pending authorization to repair-DOA: 18/5/21

Hi Veron,

Please see attached video

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 •

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

**Sent:** Thursday, May 20, 2021 3:30 PM

**To:** Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[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)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** RE: SKB 838J Pending authorization to repair-DOA: 18/5/21

**This email was sent from outside of your organisation**

Dear Edwin,

As instructed by our client , please proceed to repair the **insured vehicle SKB 838J, (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](mailto: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 [<mailto:edwin.caina@cyclecarriage.com.sg>]

**Sent:** Thursday, 20 May 2021 9:07 AM

**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Nadaraja, Deeban <[Deeban.Nadaraja@aig.com](mailto:Deeban.Nadaraja@aig.com)>; Azlan, Syazairdina <[Syazairdina.Azlan@aig.com](mailto:Syazairdina.Azlan@aig.com)>; 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)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** SLS729M & SKB838J Pending authorization to repair

Officer in Charge,

May we follow up the authorization to repair on the following vehicles.

Our client is chasing for the replacement vehicle.

1. SLX729M
2. SKB838J

Best Regards,

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



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