

## Veron Chen (LKKAUTO)

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**From:** Coco Lu Ting <coco.lu@cyclecarriage.com.sg>  
**Sent:** Monday, 2 August 2021 12:32 PM  
**To:** Veron Chen (LKKAUTO); SUR; Patrick Lee Wei En  
**Cc:** Kevin Leong Wai Kit; Edwin Abcede Caina  
**Subject:** RE: aigencrypt OD CLAIM : GBG9090U DOA : 19/05/2021

Hi Veron,

The car will on the job, have not finish repair.

Best regards

Coco Lu Ting  
Executive – Customer Service  
Claim Division Operations Body & Paint Centre  
209 Pandan Gardens  
Singapore 609339



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 A member of the Jardine Cycle & Carriage Group

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, 30 July 2021 2:36 pm  
**To:** SUR <sur@lkkauto.com>; Patrick Lee Wei En <patrick.lee@cyclecarriage.com.sg>  
**Cc:** Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>  
**Subject:** RE: aigencrypt OD CLAIM : GBG9090U DOA : 19/05/2021

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

Dear Patrick,

Kindly advise vehicle status.

**If vehicle has been repaired, please finalize with us.**

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:** Veron Chen (LKKAuto)

**Sent:** Monday, 24 May 2021 1:08 PM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [patrick.lee@cyclecarriage.com.sg](mailto:patrick.lee@cyclecarriage.com.sg)

**Cc:** 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)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:** RE: aigencrypt OD CLAIM : GBG9090U DOA : 19/05/2021

Dear Patrick,

As instructed by our client , please proceed to repair the **insured vehicle GBG 9090U, (Excess \$800/-).**

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:** Patrick Lee Wei En <[patrick.lee@cyclecarriage.com.sg](mailto:patrick.lee@cyclecarriage.com.sg)>

**Sent:** Friday, May 21, 2021 3:18 PM

**To:** AIG SGP, Claims-Survey <[AIGSGP\\_ClaimsSurvey@aig.com](mailto:AIGSGP_ClaimsSurvey@aig.com)>

**Cc:** 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)>; Edwin

Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>

**Subject:** [EXTERNAL] OD CLAIM : GBG9090U DOA : 19/05/2021

**This message is from an external sender; be cautious with links and attachments.**

Dear Officer-In-Charge,

Our client would like to proceed an OD claim.

Attached is the GIA report & estimate.

Vehicle have been surveyed by Steve from LKK.

Regards,

Patrick Lee

Technical Trainee

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