

## Hui Zhen (LKK Auto)

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**From:** Hui Zhen (LKK Auto)  
**Sent:** Monday, 4 October 2021 5:20 PM  
**To:** Coco Lu Ting; SUR  
**Cc:** Andre Chow En De; Edwin Abcede Caina; Kevin Leong Wai Kit  
**Subject:** RE: OD SMW5531B

Dear CoCo,

As instructed by our client , please proceed to repair the **insured vehicle SMW 5531B, (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.

**Re-inspection require on hidden part, check item, supplementary part with clear photo**

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:** Coco Lu Ting [mailto:[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)]  
**Sent:** Thursday, 30 September 2021 3:36 PM  
**To:** AIG SGP, Claims-Survey; Admin A; SUR  
**Cc:** Andre Chow En De; Edwin Abcede Caina; Kevin Leong Wai Kit  
**Subject:** RE: OD SMW5531B

Dear all,

Attached the interview form and undertaking letter for your record.

Best regards

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

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

**Sent:** Thursday, 30 September 2021 10:28 am

**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** RE: OD SMW5531B

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

Hi Coco,

We'll appoint LKK to conduct survey.

Thanks.

AIG Claims Survey

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**From:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Sent:** Thursday, September 30, 2021 10:10 AM

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

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** [EXTERNAL] OD SMW5531B

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

Dear officer in charge,

Please arrange survey for our customer car today 3pm. Thank you

Best regards

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

**From:** PGLJ06 <[PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg)>  
**Sent:** Wednesday, 29 September 2021 5:30 pm  
**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Subject:** scan to email

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