

Veron Chen (LKKAUTO)

From: Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>
Sent: Tuesday, 5 July 2022 12:40 PM
To: Veron Chen (LKKAUTO); Patrick Tia Jee Kiang
Cc: Rohani Binte Mustafa; SUR; Admin A; Admin-D (LKKAUTO); Kristy Tay Siew Hwa
Subject: Re: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/



Ma Rona Anne De Leon Ramirez



To: Rohani Binte Mustafa

Cc: Ngo Toh Wee; Patrick Tia Jee Kiang; May Yeo Bee Hong +1 other

Hi Rohani,

Pls. close the case.

Regards,
Rona

...

← Reply

↩ Reply all

→ Forward



Rohani Binte Mustafa

Hi Rona, Do You still want to proceed with the claim or shall we close the case here? ...

Brenda Ng
Customer Care Specialist (Accident Repair)

T: 6383 7730

W: www.SPARKcarcare.com

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Tuesday, 5 July 2022 12:08 pm

To: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Cc: Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

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Dear Patrick,

Kindly advised vehicle repair status.

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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Sunday, 5 June 2022 9:20 AM

To: Patrick Tia <patricktia@sparkcarcare.com>

Cc: Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

Dear Patrick,

Kindly advised vehicle repair status.

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: Veron Chen (LKKAuto)

Sent: Friday, 22 April 2022 5:16 PM

To: Ngo Toh Wee <Ngotw@sparkcarcare.com>

Cc: Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

Dear Mr Ngo,

Kindly advised vehicle status.

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: Veron Chen (LKKAuto)

Sent: Wednesday, 13 April 2022 9:30 AM

To: Ngo Toh Wee <Ngotw@sparkcarcare.com>

Cc: Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

Dear Mr Ngo,

Kindly advised vehicle status.

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: Ngo Toh Wee <Ngotw@sparkcarcare.com>

Sent: Thursday, 27 January 2022 3:24 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Subject: Re: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

Hi Veron,

Vehicle still with owner, will come in for repair in Feb.

Thank you,

Regards,

Ngo Toh Wee

Workshop Supervisor (Accident Repair)

T: 6383 7656 | **M:** 87983946

W: www.SPARKcarcare.com.sg

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Thursday, 27 January 2022 3:04 pm
To: Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Ngo Toh Wee <Ngotw@sparkcarcare.com>
Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

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Dear Mr Ngo,

Kindly advised vehicle status.

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: Veron Chen (LKKAuto)
Sent: Wednesday, 15 December 2021 2:39 PM
To: Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>
Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; Ngo Toh Wee <Ngotw@sparkcarcare.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

Dear Patrick,

As instructed by our client , please proceed to repair the **insured vehicle GBJ 5180D, (Excess \$500/-)**.

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.

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: Brenda Ng Lay Hong [<mailto:BrendaNg@sparkcarcare.com>]

Sent: Wednesday, 15 December 2021 1:25 PM

To: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; Ngo Toh Wee <Ngotw@sparkcarcare.com>; SUR <sur@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: Re: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

Regards,

Brenda Ng

Customer Care Specialist (Accident Repair)

T: 6383 7730 | **M:** 9721 3705

W: www.SPARKcarcare.com

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From: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Sent: Wednesday, 15 December 2021 9:14 am

To: Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>

Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; Ngo Toh Wee <Ngotw@sparkcarcare.com>; SUR <sur@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: Re: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/

Hi Brenda ,

Rohani case .

Pls help to forward driver's IC and driving licensed.

Thank you

Patrick Tia

Customer Care Specialist(Accident Repair)

T:63837441 | **M:** 97288916

W: www.SPARKcarcare.com

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Wednesday, 15 December 2021 9:07 am

To: Ngo Toh Wee <Ngotw@sparkcarcare.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/ ARRANGE SURVEY

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Dear Mr Ngo,

Please provides driver's IC and driving licensed.

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: Veron Chen (LKKAUTO)

Sent: Tuesday, 14 December 2021 5:00 PM

To: Ngo Toh Wee <Ngotw@sparkcarcare.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/ ARRANGE SURVEY

Dear Mr Ngo,

Please provides driver's IC and driving licensed.

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: Ngo Toh Wee [<mailto:Ngotw@sparkcarcare.com>]

Sent: Tuesday, 14 December 2021 9:25 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Choo Jing Yuan <choojy@cde.com.sg>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>

Subject: Re: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/ ARRANGE SURVEY

Hi Summer,

Owner will be in today 10am to 1030am.

Regards,

Ngo Toh Wee

Workshop Supervisor (Accident Repair)

T: 6383 7656 | **M:** 87983946

W: www.SPARKcarcare.com.sg

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

Sent: Tuesday, 14 December 2021 8:58 AM

To: Ngo Toh Wee <Ngotw@sparkcarcare.com>; 'LKK Admin' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: Choo Jing Yuan <choojy@cde.com.sg>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/ ARRANGE SURVEY

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Dear Ngo,

Noted with thnaks.

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: Ngo Toh Wee <Ngotw@sparkcarcare.com>

Sent: Tuesday, 14 December, 2021 7:53 AM

To: LKK Admin <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Summer Lee (LKK Auto) <admin-d@lkkauto.com>

Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Mark Wong Lian Sheng <wonglsm@sparkcarcare.com>; Brenda Ng Lay Hong <BrendaNg@sparkcarcare.com>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>

Subject: Fw: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/ ARRANGE SURVEY

Hi Admin,

Please arrange for survey today(14/12/2021) customer is coming down at 9am

Regards,

Ngo Toh Wee

Workshop Supervisor (Accident Repair)

T: 6383 7656 | **M:** 87983946

W: www.SPARKcarcare.com.sg

From: Motor Claim - III <motorclaim@iii.com.sg>

Sent: Monday, 29 November 2021 10:06 AM

To: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Ngo Toh Wee <Ngotw@sparkcarcare.com>; sur@lkkauto.com <sur@lkkauto.com>; admin-a@lkkauto.com <admin-a@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>

Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>; Gabriel Wee <Gabriel@iii.com.sg>

Subject: RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/ ARRANGE SURVEY

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Dear Sir/Mdm,

Please conduct an OD survey on our vehicle **GBJ5180D** and let us have your report urgently.

This claim will be handled by **Mr Gabriel**.

*Kindly create OD claim & upload this survey request email to merimen.

Thank You.

Bhuvaneswari

Motor & Work Injury Claims Department

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 231



From: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>

Sent: Saturday, 27 November 2021 10:16 am

To: Motor Claim - III <motorclaim@iii.com.sg>; Ngo Toh Wee <Ngotw@sparkcarcare.com>

Cc: Choo Jing Yuan <choojy@cdge.com.sg>; Rohani Binte Mustafa <RohaniM@sparkcarcare.com>
Subject: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/ ARRANGE SURVEY

Dear Claim,
Kindly arrange for survey at Braddell.

Thank you
Patrick Tia
Customer Care Specialist(Accident Repair)
T:63837441 | M: 97288916
W: www.Sparkcarcare.com

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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