

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Wednesday, 15 December 2021 2:39 PM  
**To:** Brenda Ng Lay Hong; Patrick Tia Jee Kiang  
**Cc:** Choo Jing Yuan; Mark Wong Lian Sheng; Rohani Binte Mustafa; Ngo Toh Wee; SUR; Admin A; Admin-D (LKKAUTO)  
**Subject:** RE: [EXTERNAL] - GBJ5180D /OD CLAIM /DOA20/11/2021/  
**Attachments:** NEW OD Claim Satisfaction Discharge Voucher.pdf

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)

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**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](http://www.SPARKcarcare.com)

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**From:** Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>

**Sent:** Wednesday, 15 December 2021 9:14 am

**To:** Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>

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

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

**Sent:** Wednesday, 15 December 2021 9:07 am

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

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Tuesday, 14 December 2021 5:00 PM

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

**Cc:** Choo Jing Yuan <[choojy@cdge.com.sg](mailto:choojy@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Mark Wong Lian Sheng <[wonglsm@sparkcarcare.com](mailto:wonglsm@sparkcarcare.com)>; Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto: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](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Choo Jing Yuan <[choojy@cdge.com.sg](mailto:choojy@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Mark Wong Lian Sheng <[wonglsm@sparkcarcare.com](mailto:wonglsm@sparkcarcare.com)>; Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto: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](http://www.SPARKcarcare.com.sg)

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**From:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Tuesday, 14 December 2021 8:58 AM  
**To:** Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>; 'LKK Admin' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Choo Jing Yuan <[choojy@cdge.com.sg](mailto:choojy@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Mark Wong Lian Sheng <[wonglsm@sparkcarcare.com](mailto:wonglsm@sparkcarcare.com)>; Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto: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](mailto: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.

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**From:** Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>  
**Sent:** Tuesday, 14 December, 2021 7:53 AM  
**To:** LKK Admin <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Choo Jing Yuan <[choojy@cdge.com.sg](mailto:choojy@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Mark Wong Lian Sheng <[wonglsm@sparkcarcare.com](mailto:wonglsm@sparkcarcare.com)>; Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto: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](http://www.SPARKcarcare.com.sg)

---

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Monday, 29 November 2021 10:06 AM

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

**Cc:** Choo Jing Yuan <[choojy@cdge.com.sg](mailto:choojy@cdge.com.sg)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto:RohaniM@sparkcarcare.com)>; Gabriel Wee <[Gabriel@iii.com.sg](mailto: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



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**From:** Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>

**Sent:** Saturday, 27 November 2021 10:16 am

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>

**Cc:** Choo Jing Yuan <[choojy@cdge.com.sg](mailto:choojy@cdge.com.sg)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto: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](http://www.Sparkcarcare.com)

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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