

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 7 February 2022 4:03 PM
To: Grace
Cc: SUR
Subject: RE: Re: SFR8000G OD claim -DOA: 12/1/2022
Attachments: SUPPLEMENTARY (2).PDF; SUPPLEMENTARY.PDF

Dear Grace,

Above has been approved.

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: Grace <grace@ricardo.com.sg>
Sent: Friday, 21 January 2022 3:56 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: Re: SFR8000G OD claim -DOA: 12/1/2022

Hi Veron,

Noted with thanks.

Kind Regards,

Grace Tan
Ricardo Auto Centre Pte Ltd

160 Sin Ming Drive #02-02/03
Sin Ming AutoCity
Singapore 575722

T: 6475 2112 (Main)
6460 9542 (DID)

F: 6475 4666

W: www.ricardo.com.sg

Save Paper. Save the Earth. Think twice before you print.

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Friday, 21 January 2022 3:30 pm
To: Grace <grace@ricardo.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: Re: SFR8000G OD claim -DOA: 12/1/2022

Dear Grace,

Please provides parts invoice upon finalize.

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, 21 January 2022 3:29 PM

To: Grace <grace@ricardo.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: Re: SFR8000G OD claim -DOA: 12/1/2022

Dear Grace,

As instructed by our client , please proceed to repair the **insured vehicle SFR 8000G on part by part, (Excess \$0/-).**

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: Crystabelle Tan Gek Peng (ECICS, Claims) <Crystabelle_Tan@ecics.com.sg>

Sent: Thursday, 20 January 2022 10:09 AM

To: Grace <grace@ricardo.com.sg>

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

Subject: RE: Re: SFR8000G OD claim

Dear Grace

Please liaise with surveyor to re-submit mandate approval for part by part repair.

Best regards

Crystabelle Tan

Senior Associate | Claims



DID (65) 6303 0190

Tel (65) 6337 4779

Email crystabelle_tan@ecics.com.sg **Web** www.ecics.com.sg

Address 10 Eunus Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Grace <grace@ricardo.com.sg>

Sent: Thursday, 20 January 2022 9:28 am

To: Crystabelle Tan Gek Peng (ECICS, Claims) <Crystabelle_Tan@ecics.com.sg>

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

Subject: FW: Re: SFR8000G OD claim

Hi Crystabelle,

Good morning.

Any update?

Kind Regards,

Grace Tan
Ricardo Auto Centre Pte Ltd

160 Sin Ming Drive #02-02/03
Sin Ming AutoCity
Singapore 575722

T: 6475 2112 (Main)

6460 9542 (DID)

F: 6475 4666

W: www.ricardo.com.sg

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From: Grace <grace@ricardo.com.sg>

Sent: Wednesday, 19 January 2022 10:29 am

To: 'Crystabelle_Tan@ecics.com.sg' <Crystabelle_Tan@ecics.com.sg>

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

Subject: Re: SFR8000G OD claim

Hi Crystabelle,

We have received email from LKK Auto and instructed to repair SFR8000G on lump sum basis.

We have checked local 2nd hand part suppliers none of them have the part for this car model.

We seek your approval to confirm the repair for this car on part by part basis.

Thanks.

Kind Regards,

Grace Tan
Ricardo Auto Centre Pte Ltd

160 Sin Ming Drive #02-02/03
Sin Ming AutoCity
Singapore 575722

T: 6475 2112 (Main)

6460 9542 (DID)

F: 6475 4666

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