

Veron Chen (LKKAUTO)

From: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Sent: Monday, 14 November 2022 10:08 AM
To: Kristy Tay Siew Hwa
Cc: Callie Ng Siew Huang; Veron Chen (LKKAUTO); Grace Ng
Subject: Fw: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

Job No: 305504839

Excess invoice no: 91651724 dated 07/03/2022, \$1550.00 before GST, payee Quek Yuen Yong John.
OD invoice no: 92490021 dated 14/10/2022, \$4203.75 before GST.

Hi Kristy,

HL Assurance email refers.

Kindly amend the invoices soonest as possible, thank you.

Best Regards,
Alice Lau
Claims Department / ComfortDelGro Engineering Pte Ltd
DID: 6214 8307

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From: Grace Ng <grace.ng@hla.com.sg>
Sent: Friday, 11 November 2022 11:18 am
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Callie Ng Siew Huang <CallieNg@cdge.com.sg>
Cc: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Subject: RE: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

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Dear LKK and CDGE,

I am new officer of this case.

Please liaise with me moving forth.

Ana make an error in her earlier email. Excess is \$3375.

Please amend documents and upload in merimen accordingly.

Kindly inform client.

Best Regards,
Grace Ng (Ms)
Senior Claims Specialist
Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057

T +65 6922 6017 | F +65 6224 1923

grace.ng@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: HLAS Claims

Sent: Thursday, 10 November 2022 4:50 pm

To: Grace Ng <grace.ng@hlas.com.sg>

Subject: FW: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

Dear Grace,

FYNA.

Regards,

Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057

T +65 6922 6030 / F +65 6224 1923

claims@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Callie Ng Siew Huang [<mailto:CallieNg@cdge.com.sg>]

Sent: Thursday, 10 November 2022 10:41 am

To: HLAS Claims <claims@hlas.com.sg>; Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>

Cc: Alice Lau Lay Koon <alicelau@cdge.com.sg>

Subject: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde)

Dear Ana,

Reminder.

We look forward for your payment soon.

Thank you.

Best Regards

Callie Ng

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148730



From: HLAS Claims <claims@hlas.com.sg>
Sent: Wednesday, 19 October 2022 3:40 pm
To: Callie Ng Siew Huang <CallieNg@cdge.com.sg>; Ana Maria Velarde ALANO <Ana.Alano@hlas.com.sg>
Cc: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Subject: RE: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde

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Dear Callie Ng,

We acknowledge receipt of your email which will be forwarded to the claim handler accordingly.

For future subsequent emails, please direct to our claim officer in charge **Ms Ana** who is copied in this email. Do quote our reference number when replying.

Aside to Ana - FYNA

Regards,
Claims Department



11 Keppel Road #11-01, ABI Plaza, Singapore 089057
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claims@hlas.com.sg | www.hlas.com.sg

Important: Please note that acceptance and clearing of our settlement cheque/GIRO/PayNow payment constitutes your acceptance of payment which will be in full and final settlement and discharge of all claims that you may have against HL Assurance Pte. Ltd. and/or our insured whichever is applicable in respect of the above subject matter.

From: Callie Ng Siew Huang [<mailto:CallieNg@cdge.com.sg>]
Sent: Wednesday, 19 October 2022 1:51 pm
To: HLAS Claims <claims@hlas.com.sg>
Cc: Alice Lau Lay Koon <alicelau@cdge.com.sg>
Subject: SJU8218H dd 12.02.22 -HL ASSURANCE (OD) - \$4498.01 (Ref: OD/MPC03181/Alano Ana Maria Vetarde

Dear Alano Ana

We have downloaded our Repair Bill and Discharge Voucher in Merimen for your attention.

Please find attached the relevant document for your perusal.

We look forward for your payment soon.

Thank you.

Best Regards

Callie Ng

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148730

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