

## Celine Fong (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Thursday, 18 August 2022 6:40 PM  
**To:** Rama Moorthy S\_O Suppiah  
**Cc:** Teo Kee Jin; Oi Sun Pin; SUR; Kenneth Kong (LKKAUTO); Johari Bin Husin; Su Khai Wen Kelvin  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Dear Moorthy,

As instructed by our client, please proceed to repair the insured vehicle **GBB 9752U at Lump Sum not more than \$8,200.00 (Before Excess \$2,500.00).**

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,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Rama Moorthy S\_O Suppiah <RamaMoorthyS@cdge.com.sg>  
**Sent:** Thursday, 18 August 2022 6:29 PM  
**To:** Celine Fong (LKKAUTO) <celinefong@lkkauto.com>  
**Cc:** Teo Kee Jin <Teokeejin@cdge.com.sg>; Oi Sun Pin <OiSunPin@cdge.com.sg>; SUR <sur@lkkauto.com>; Kenneth Kong (LKKAUTO) <KennethKong@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Su Khai Wen Kelvin <kelvinsukwen@cdge.com.sg>  
**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Dear Celine,  
Thankyou

S Rama Moorthy  
DID: 63838115  
Crash Repair (Braddell)  
ComfortDelgro Engineering Pte Ltd

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**From:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Thursday, 18 August 2022 3:00 pm  
**To:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth

Kong (LKKAUTO) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>; Johari Bin Husin <[JohariBH@sparkcarcare.com](mailto:JohariBH@sparkcarcare.com)>; Su Khai Wen Kelvin <[kelvinsukwen@cdge.com.sg](mailto:kelvinsukwen@cdge.com.sg)>

**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

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Dear Moorthy,

Please assist to sign the Letter of Undertaking for the repair of vehicle GBB 9752U at Lump Sum not more than \$8,200.00.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>

**Sent:** Thursday, 18 August 2022 11:33 AM

**To:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAUTO) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>; Johari Bin Husin <[JohariBH@sparkcarcare.com](mailto:JohariBH@sparkcarcare.com)>; Su Khai Wen Kelvin <[kelvinsukwen@cdge.com.sg](mailto:kelvinsukwen@cdge.com.sg)>

**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Dear Celine,

Refer attached on amended report as requested.

Kindly advise on our counter offer of \$8200.

Thanks

S Rama Moorthy

DID: 63838115

Crash Repair (Braddell)

ComfortDelgro Engineering Pte Ltd

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**From:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>

**Sent:** Monday, 15 August 2022 10:49 am

**To:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAUTO) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>; Johari Bin Husin <[JohariBH@sparkcarcare.com](mailto:JohariBH@sparkcarcare.com)>; Su Khai Wen Kelvin <[kelvinsukwen@cdge.com.sg](mailto:kelvinsukwen@cdge.com.sg)>

**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Dear Celine,

We can do the job at \$8200 in consideration of supplementary inclusive. This is also because most parts are new as used parts are not available currently.  
Kindly let us know if you are agreeable to our offer.  
Thank you.

S Rama Moorthy  
DID: 63838115  
Crash Repair (Braddell)  
ComfortDelgro Engineering Pte Ltd



---

**From:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Monday, 15 August 2022 10:00 am  
**To:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

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Dear Moorthy,

Kindly advise whether you are able to undertake the repairs at Lump Sum not more than \$7,000.00.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Sent:** Friday, 12 August 2022 2:21 PM  
**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Dear Celine,  
Is the repair authorized?

S Rama Moorthy  
DID: 63838115  
Crash Repair (Braddell)  
ComfortDelgro Engineering Pte Ltd



---

**From:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Sent:** Wednesday, 10 August 2022 10:28 am  
**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Cost price estimates attached.  
Please advise on authorization.  
Thanks

S Rama Moorthy  
DID: 63838115  
Crash Repair (Braddell)  
ComfortDelgro Engineering Pte Ltd



---

**From:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Wednesday, 3 August 2022 2:13 pm  
**To:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

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Dear Rama,

Case under Allied Word, can provide cost price instead?

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Sent:** Tuesday, 2 August 2022 2:51 PM  
**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>

**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Amended quotation attached for necessary action.  
Thank you

S Rama Moorthy  
DID: 63838115  
Crash Repair (Braddell)  
ComfortDelgro Engineering Pte Ltd



---

**From:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Monday, 1 August 2022 11:00 am  
**To:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** RE: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

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Dear Rama,

I'm not able to arrive the estimate of \$17,632.00.

Can you give a call regard to this case.

Thank you.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Sent:** Thursday, 28 July 2022 5:58 PM  
**To:** Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAuto) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Dear Celine,  
Attached herewith is the revised quotation.  
Prices are based on List Down 10%.  
Earlier estimates was based on cost price only.  
We find the cost of repair to be BER.  
MV \$19,800  
COE Rebate \$9400  
We recommend Total Loss  
Please arrange for resurvey if necessary.  
Thank you

S Rama Moorthy  
DID: 63838115  
Crash Repair (Braddell)  
ComfortDelgro Engineering Pte Ltd



---

**From:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Sent:** Thursday, 28 July 2022 4:28 pm  
**To:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAUTO) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** Re: OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

Dear Celine,

1. Firstly, Vehicle No should be GBB9752U
2. Surveyor's adjusted estimate has ? items
3. The cost of parts has not been updated yet as no parts are available, which means no complete approval on the repairs to commence.
4. Our concern is , if we were to update the complete parts price in the earlier estimates, the total repair cost will definitely increase.
5. What if your client does not approve the repairs? We would be stuck with the dismantling cost.
6. Thus, we should wait for full parts cost to be updated and then give us the authorization to proceed.
7. Alternatively, you should at least give us a capped limit on the repair cost.
8. Moreover, there is some discrepancy in the accident report which states that there were damages on the right side only. This was informed to your surveyor Kenneth also.
9. Obvious damages on the LF side need to be repaired but not sure if it is consistent to the accident.
10. On our end, we have requested the driver to verify the report and do an addendum and confirm the damages. Still waiting for our customer to update.
11. We suggest you wait for the clarifications before authorizing repairs.

Thank you

S Rama Moorthy  
DID: 63838115



---

**From:** Celine Fong (LKKAUTO) <[celinefong@lkkauto.com](mailto:celinefong@lkkauto.com)>  
**Sent:** Thursday, 28 July 2022 2:45 pm  
**To:** Rama Moorthy S\_O Suppiah <[RamaMoorthyS@cdge.com.sg](mailto:RamaMoorthyS@cdge.com.sg)>  
**Cc:** Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Oi Sun Pin <[OiSunPin@cdge.com.sg](mailto:OiSunPin@cdge.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Kenneth Kong (LKKAUTO) <[KennethKong@lkkauto.com](mailto:KennethKong@lkkauto.com)>  
**Subject:** OWN DAMAGED CLAIM FOR VEHICLE GBB 9752J - DOA 14/07/2022

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Dear Sir/Mdm,

As instructed by our client, please proceed to repair the insured vehicle **GBB 9752J (O/S BODY ONLY)** (Excess \$2,500/-). Lump Sum Repair

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,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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