

**Veron Chen (LKKAUTO)**

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 21 October 2022 7:08 AM  
**To:** Fiona Gan; SUR; Taufikh (LKKAUTO)  
**Subject:** RE: Your ref: CS/TMI22007175/TVY3Q2 | TP: SHD8808T | M2203955

Dear Fiona,

According to surveyor, 45 days is reasonable.

From day of accident 26/7/22 to owner collect taxi on 8/9/22.

Date of survey 27/7/22

Comfort order item 29/7/22

Comfort received item on 7/9/22

Comfort released taxi 8/9/22

The part not available was the tailgate due to this model not common model.

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, 18 October 2022 4:34 PM  
**To:** Fiona Gan <fionagan@tokiomarine.com.sg>; SUR <sur@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>  
**Subject:** RE: Your ref: CS/TMI22007175/TVY3Q2 | TP: SHD8808T | M2203955

Dear Fiona,

Surveyor will revert shortly.

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:** Fiona Gan <[fionagan@tokiomarine.com.sg](mailto:fionagan@tokiomarine.com.sg)>  
**Sent:** Tuesday, 18 October 2022 4:18 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Subject:** RE: Your ref: CS/TMI22007175/TVY3Q2 | TP: SHD8808T | M2203955

Dear Taufikh

Any update?

Thank You.

Regards  
Fiona Gan  
Motor Claims

Tokio Marine Insurance Singapore Ltd.  
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046  
T (65) 6592 6378 | F (65) 6221 2101 | [www.tokiomarine.com](http://www.tokiomarine.com)

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Tokio Marine Group

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**From:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]  
**Sent:** Thursday, October 6, 2022 10:21 AM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Fiona Gan <[fionagan@tokiomarine.com.sg](mailto:fionagan@tokiomarine.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Subject:** FW: Your ref: CS/TMI22007175/TVY3Q2 | TP: SHD8808T | M2203955

Dear Fiona,

We will check and revert.

Dear Taufikh,

Kindly assist on the matter as per below email.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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**From:** Fiona Gan <[fionagan@tokiomarine.com.sg](mailto:fionagan@tokiomarine.com.sg)>  
**Sent:** Thursday, 6 October 2022 10:16 AM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** Your ref: CS/TMI22007175/TVY3Q2 | TP: SHD8808T | M2203955

Dear Sir

CDGE is claiming for 45 days loss of rental due to no parts.  
Please check and confirm whether it is reasonable.

Thank You.

Regards  
**Fiona Gan**  
Motor Claims

**Tokio Marine Insurance Singapore Ltd.**  
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046  
T (65) 6592 6378 | F (65) 6221 2101 | [www.tokiomarine.com](http://www.tokiomarine.com)

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**From:** Kazali Haji Selahudin [<mailto:kazali@cdge.com.sg>]  
**Sent:** Wednesday, October 5, 2022 5:12 PM  
**To:** Fiona Gan <[fionagan@tokiomarine.com.sg](mailto:fionagan@tokiomarine.com.sg)>  
**Subject:** Re: Your ref: CC0722/SHD8808/KS(st) | M2203955

Dear Fiona,

The delay was due to unavailability of parts (please refer to attached PO/DO) for your record and perusal. The driver has instructed us not to claim his Loss of Income thus we had removed that from the superseded Letter of Demand as well. Hope this clarifies. Thank you.

Best Regards  
**Kazali Hj Selahudin** (Mr)  
Claims Department / ComfortDelGro Engineering Pte Ltd  
DID: 6214 8736

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**From:** Fiona Gan <[fionagan@tokiomarine.com.sg](mailto:fionagan@tokiomarine.com.sg)>  
**Sent:** Tuesday, 4 October 2022 9:18 am  
**To:** Kazali Haji Selahudin <[kazali@cdge.com.sg](mailto:kazali@cdge.com.sg)>  
**Subject:** RE: Your ref: CC0722/SHD8808/KS(st) | M2203955

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Dear Kazali

We refer to M/s LKK survey report whereby the surveyor recommended 3 days of repair. However you are claiming for 45 days, please advise.

Thank You.

Regards  
**Fiona Gan**  
Motor Claims

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Tokio Marine Group

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