

Veron Chen (LKKAuto)

From: MTPRI <MTPRI@smrt.com.sg>
Sent: Friday, 7 October 2022 3:28 PM
To: Veron Chen (LKKAuto)
Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); Tan Wei Teck (Strides Automotive Services Pte Ltd); Foo Chit Yan (Strides Automotive Services Pte Ltd); MTPRI
Subject: RE: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

Dear Veron,

Our ref no is BUS/09/22/5015.

Thanks & Regards
Hua Yen

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Friday, 7 October 2022 11:15 am
To: MTPRI <MTPRI@smrt.com.sg>
Cc: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <ChitYan.Foo@strides.com.sg>
Subject: RE: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Hua Yen,

Kindly provides claim number

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: Admin-D (LKKAuto)
Sent: Monday, 19 September 2022 2:07 PM
To: 'MTPRI' <MTPRI@smrt.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)' <SiauChin.Chan@strides.com.sg>; 'Tan Wei Teck (Strides Automotive Services Pte Ltd)' <WeiTeck.Tan@strides.com.sg>; 'Foo Chit Yan (Strides Automotive Services Pte Ltd)' <ChitYan.Foo@strides.com.sg>
Subject: RE: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

Dear Hua yen,

Thank you for the email. Survey conducted.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: MTPRI <MTPRI@smrt.com.sg>

Sent: Monday, 19 September 2022 11:21 AM

To: YAN <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MTPRI <MTPRI@smrt.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd)

<SiauChin.Chan@strides.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd)

<WeiTeck.Tan@strides.com.sg>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <ChitYan.Foo@strides.com.sg>

Subject: FW: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

Dear Yan,

Kindly follow up.

Thanks & Regards

Hua Yen

From: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Sent: Friday, 16 September 2022 12:07 pm

To: MTPRI <MTPRI@smrt.com.sg>

Cc: coco.lu@cyclecarriage.com.sg

Subject: FW: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

For survey

Best Regards,

Karen Chan

Claims Department

Tel : 6866 2698

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Friday, 16 September 2022 12:01 pm

To: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>

Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>

Subject: RE: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear Karen,

Please arrange survey for our customer car today or Monday, car is in work. Thank you

Best regards

Coco Lu Ting

Senior Executive – Customer Service

Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

A member of the Jardine Cycle & Carriage Group

From: Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>
Sent: Friday, 16 September 2022 11:57 am
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>
Subject: RE: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

This email was sent from outside of your organisation

WITHOUT PREJUDICE

Dear Coco,

Please be informed that we are prepared to do direct settlement based on our surveyor's recommendation. Thanks.

Best Regards,
Karen Chan
Claims Department
Tel : 6866 2698

From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Thursday, 15 September 2022 5:57 pm
To: Magnaye Ana Margie Marasigan (Strides Automotive Services Pte Ltd) <Ana.Magnaye@strides.com.sg>; MTPRI <MTPRI@smrt.com.sg>; MTPRI <MTPRI@smrt.com.sg>; Caroline Cabrera <Caroline@msfirstcapital.com.sg>; Chong Fei Yuan (Strides Automotive Services Pte Ltd) <FeiYuan.Chong@strides.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: OUR VEH SFY5758L, YOUR VEH SMB5017E ON 13/09/2022

CAUTION: This email originated from outside of SMRT. Do not click links or open attachments unless you recognise the sender and are expecting the content or attachment.

Dear officer in charge,

Please advise us the liability for this case, please arrange survey for our customer car, car is in workshop.

Best regards

Coco Lu Ting
Senior Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens

Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>
Sent: Thursday, 15 September 2022 3:11 pm
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: scan to email

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.