

Veron Chen (LKKAuto)

From: Reventhran Logaraj <logaraj.reventhran@scania.com>
Sent: Monday, 20 February 2023 2:09 PM
To: Veron Chen (LKKAuto); Chua Kelvin; SUR; Drysdale Marc Corey; Gill SalvinderSingh; Phua Victor
Cc: Murugaiyan Rajakumar
Subject: RE: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Dear Veron

1. 1st quotation was given to the customer and was informed to them not to used for insurance purpose
2. 2nd quotation was given as customer said they want to claim insurance and it was revised and sent in.
3. 3rd quotation was given as the parts we ordered was for your chassis, but there were few options to be chose from and the parts arrived was the wrong one
4. 4th quotation customer came in on the day and added more items to be replaced

Hope this clarifies if you have any further enquires please call me

Thank you

Best Regards,

Logaraj Reventhran

Customer Service Advisor | Scania Singapore

HP: +65 97202063

Phone: +65 68619181 ext 508; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore

logaraj.reventhran@scania.com

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SCANIA125YEARS

From: [Veron Chen \(LKKAuto\)](#)
Sent: Tuesday, 31 January 2023 8:24 AM
To: [Reventhran Logaraj](#); [Chua Kelvin](#); [SUR](#); [Drysdale Marc Corey](#); [Gill SalvinderSingh](#); [Phua Victor](#)
Cc: [Murugaiyan Rajakumar](#)
Subject: RE: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Dear Sir,

Attach inspection photos.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

From: Reventhran Logaraj <logaraj.reventhran@scania.com>
Sent: Friday, 20 January 2023 9:11 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Chua Kelvin <Kelvin.Chua@scania.com>; SUR <sur@lkkauto.com>; Drysdale Marc Corey <marccorey.drysdale@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Phua Victor <victor.phua@scania.com>
Cc: leeteckleetransport@gmail.com; Murugaiyan Rajakumar <Rajakumar.Murugaiyan@scania.com>
Subject: RE: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Dear Vernon

Thanks for the clarification. But as we started work on the vehicle we have found that the part that we ordered arrived wrong.
We have currently fix back the old parts and we have to prepare a re quotation and send over for your approval as 2 of the parts are different and the cost is not the same
Sorry for the inconvenience caused in the mean time customer can collect the vehicle first and use in the mean time

Thank you

Best Regards,

Logaraj Reventhran

Customer Service Advisor | Scania Singapore

HP: +65 97202063

Phone: +65 68619181 ext 508; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore

logaraj.reventhran@scania.com

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SCANIA125YEARS

From: [Veron Chen \(LKKAuto\)](#)
Sent: Friday, 20 January 2023 1:36 PM
To: [Reventhran Logaraj](#); [Chua Kelvin](#); [SUR](#); [Drysdale Marc Corey](#); [Gill SalvinderSingh](#); [Phua Victor](#)
Cc: leeteckleetransport@gmail.com; [Murugaiyan Rajakumar](#)
Subject: RE: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Dear Sir,

Refer to below email.

1. When do you all resume back operations after CNY holiday – 25/1/2023
2. Does surveyor need to come down after repairs are done- Yes
3. Any discharge voucher need to be sign by customer from insurance or our normal collection slip is ok - sign by customer from normal collection slip
4. Will collect **(Excess \$1,000/-) before GST from customer and offset from the finalized repair bill**
- Collect excess + GST

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: Reventhran Logaraj <logaraj.reventhran@scania.com>

Sent: Thursday, 19 January 2023 5:17 PM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Chua Kelvin <Kelvin.Chua@scania.com>; SUR <sur@lkkauto.com>; Drysdale Marc Corey <marccorey.drysdale@scania.com>; Gill SalvinderSingh <salvindersingh.gill@scania.com>; Phua Victor <victor.phua@scania.com>

Cc: leeteckleetransport@gmail.com; Murugaiyan Rajakumar <Rajakumar.Murugaiyan@scania.com>

Subject: RE: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Dear Veron

Noted with thanks on the approval, would like to check with you a few things

1. When do you all resume back operations after CNY holiday
2. Does surveyor need to come down after repairs are done
3. Any discharge voucher need to be sign by customer from insurance or our normal collection slip is ok
4. Will collect **(Excess \$1,000/-) before GST from customer and offset from the finalized repair bill**

Thanks you

Best Regards,

Logaraj Reventhran

Customer Service Advisor | Scania Singapore

HP: +65 97202063

Phone: +65 68619181 ext 508; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore

logaraj.reventhran@scania.com

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SCANIA125YEARS

From: [Veron Chen \(LKKAuto\)](mailto:Veron.Chen@lkkauto.com)

Sent: Thursday, 19 January 2023 4:34 PM

To: [Chua Kelvin](mailto:Chua.Kelvin@scania.com); [SUR](mailto:SUR@lkkauto.com); [Reventhran Logaraj](mailto:Reventhran.Logaraj@lkkauto.com); [Drysdale Marc Corey](mailto:Drysdale.Marc.Corey@scania.com); [Gill SalvinderSingh](mailto:Gill.SalvinderSingh@scania.com); [Phua Victor](mailto:Phua.Victor@scania.com)

Cc: leeteckleetransport@gmail.com; [Murugaiyan Rajakumar](mailto:Murugaiyan.Rajakumar@scania.com)

Subject: RE: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Dear Raj,

As instructed by our client , please proceed to repair the **insured vehicle XE 6849T. (Excess \$1,000/-).**

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: Chua Kelvin <Kelvin.Chua@scania.com>

Sent: Tuesday, 6 December 2022 9:02 AM

To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Reventhran Logaraj <logaraj.reventhran@scania.com>; Drysdale Marc Corey <marccorey.drysdale@scania.com>; Gill SalvinderSingh <salvindarsingh.gill@scania.com>; Phua Victor <victor.phua@scania.com>

Cc: leeteckleetransport@gmail.com; Murugaiyan Rajakumar <Rajakumar.Murugaiyan@scania.com>

Subject: RE: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Hi Veron,

Sorry for the late reply as I'm just back from oversea trip.

Hi SSG CSAs,

Please refer to attach and below email for the follow up. If extra work / parts need to be done or replaced, please get approval before proceed.

Thanks.

Best Regards,
Kelvin Chua

Manager, Workshop | Scania Singapore

Phone: +65 68619181 ; Mobile: +65 97202051; Fax: +65 6861 1650

Address: 40, Senoko Road, 758112 Singapore

kelvin.chua@scania.com

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

Sent: Monday, 5 December 2022 10:26 AM

To: SUR <sur@lkkauto.com>; Chua Kelvin <Kelvin.Chua@scania.com>

Cc: leeteckleetransport@gmail.com

Subject: OD CLAIM VEH NO - XE6849T | ERGO REF: CDMCG22001802-001

Dear Kelvin

As instructed by our client , please proceed to repair the **insured vehicle XE 6849T. (Excess \$1,000/-).**

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)