

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 7 April 2023 9:09 PM
To: Kon Yin Siew; Kenneth Kong (LKKAUTO); SUR
Cc: Ramesh; SUR; Catherine Chong Kai Ling; William Oh Soon Lee
Subject: FW: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022
Attachments: Finalize - PC9919K - DOA : 05/11/2022

Dear Yin Siew,

Cost of repair @ L/S \$22,000 before excess \$2000 @ 18 days (subject to insurance approval).

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: Kon Yin Siew <KonYinSiew@goldbell.com.sg>
Sent: Monday, March 27, 2023 9:58 AM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Cc: Ramesh <Ramesh@goldbell.com.sg>; SUR <sur@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Subject: RE: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022

Hi Veron,

Please refer to attached email.

Regards.

NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

All correspondence should be made via email instead. Any inconvenience caused is much regretted.



Industrial Vehicles. Financial Services.
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Kon Yin Siew | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: +65 6861 0007 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |
Mobile: +65 9739 6433 |



Our Goldbell family has always been our **greatest asset**.
We want to **thank our colleagues** for their contribution over the years
and making us one of the **top employers in Singapore**.



From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Sunday, March 26, 2023 11:29 AM
To: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Cc: Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; SUR <sur@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>
Subject: RE: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022

Dear William,

Kindly advised vehicle repair.

If vehicle repaired, kindly send us finalize.

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: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Sent: Friday, December 2, 2022 6:58 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; SUR <sur@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>
Subject: RE: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022

Dear Veron,

Noted with thanks



William Oh Soon Lee | Manager, Aftersales & Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0919 | **m:** +65 9768 1646 | **f:** +65 6863 0425

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Goldbell Group is the proud recipient of the EY Family Business Award of Excellence 2021, an award that recognizes and celebrates the ambition to grow the business and build a family legacy that inspires and flourishes over generations.

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Friday, December 2, 2022 5:03 PM
To: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Cc: Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>; SUR <sur@lkkauto.com>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>
Subject: RE: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022

Dear William,

As instructed by our client , please proceed to repair the **insured vehicle PC 9919K. Lump Sum Repair Not Exceeding \$23,000 or whichever lower. (Excess \$2000/-).**

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: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>
Sent: Friday, 2 December 2022 4:59 PM
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Cc: Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>
Subject: RE: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022
Importance: High

Hi Veron.

Have this vehicle can be authorise to repairs?

According to CNTP So Chow is been approved.

Regards



William Oh Soon Lee | Manager, Aftersales & Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0919 | **m:** +65 9768 1646 | **f:** +65 6863 0425

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From: William Oh Soon Lee

Sent: Thursday, December 1, 2022 12:19 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Cc: veronchen@lkkauto.com; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>

Subject: RE: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022

Importance: High

Hi Kah Leong,

Hope this email find you well.

As per my last email to you on 28/11/2022. Till date I haven't got a reply from you or your appointed claims handler.

The owner of this vehicle had been knocking GB door everyday to check the outcome of his vehicle repairs.

Can you look into it as **URGENT**.

As GB do not wish to up sad your insure by keep telling him no news from your side and appointed case handler

Hope to hear from you ASAP.

Thank you



William Oh Soon Lee | Manager, Aftersales & Motor Claims
Goldbell Engineering Pte Ltd

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From: William Oh Soon Lee

Sent: Monday, November 28, 2022 8:59 AM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Cc: veronchen@lkkauto.com; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Ramesh <Ramesh@goldbell.com.sg>

Subject: PC9919K (DMB1SNW00015922200) - DOA: 5/11/2022

Importance: High

Good morning Kah Leong,

Need your help to look into this authorization repairs.

As owner have been chasing us the statues of repairs.

He drop by on last Saturday (26/11/2022 again) to question us why repairs not even started yet since the day of accident. (DOA: 05/11/2022)

Informed him that surveyor is waiting instruction from CNTP.

Do let me know what else can we assist CNTP to update owner on the authorization repairs.

Thank you.



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William Oh Soon Lee | Manager, Aftersales & Motor Claims
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