

## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Friday, 2 December 2022 5:03 PM  
**To:** William Oh Soon Lee  
**Cc:** Kon Yin Siew; Ramesh; SUR; Catherine Chong Kai Ling  
**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)

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**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



Industrial Vehicles. Financial Services.  
41,000 Served. And Counting.

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](mailto:KahLeong.Tan@sg.cntaiping.com)>

**Cc:** [veronchen@lkkauto.com](mailto:veronchen@lkkauto.com); Kon Yin Siew <[KonYinSiew@goldbell.com.sg](mailto:KonYinSiew@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto: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



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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](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Cc:** [veronchen@lkkauto.com](mailto:veronchen@lkkauto.com); Kon Yin Siew <[KonYinSiew@goldbell.com.sg](mailto:KonYinSiew@goldbell.com.sg)>; Ramesh <[Ramesh@goldbell.com.sg](mailto: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  
Goldbell Engineering Pte Ltd

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