

Xin Yu (LKK Auto)

From: Xin Yu (LKK Auto)
Sent: Tuesday, May 23, 2023 3:26 PM
To: 'Sundari Nagarajan - III'
Subject: RE: [EXTERNAL] - Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT
Attachments: Re SMW9733J (OD) DOA 26102022 III REF MFL2022D0008059sn.msg

Dear Sundari,

Kindly refer to the attachment email.

According to the repairer M/s ComfortDelGro Engineering Pte Ltd, the claimant withdraws the OD claim due to their customer delay for send in the vehicle.

We will submit our report and close this file at our end. Thank you.

Best Regards,

Xin Yu | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | fax: 6256-4315 | email: xinyu@lkkauto.com / sur@lkkauto.com

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

From: Sundari Nagarajan - III <sundari@iii.com.sg>
Sent: Monday, March 13, 2023 1:21 PM
To: Oi Sun Pin <OiSunPin@cdge.com.sg>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>
Subject: RE: [EXTERNAL] - Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

Without Prejudice Save as to Cost

Dear Sir

We have still not received any resonabl reply for delay in claiming OD. we are informed that “the customer is overseas” Was he overseas from 26th October 2022 to 16.2.23?

Thanks & Regards

Sundari Nagarajan

DID 63476071

From: Oi Sun Pin <OiSunPin@cdge.com.sg>
Sent: Friday, 3 March 2023 2:09 pm
To: Sundari Nagarajan - III <sundari@iii.com.sg>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Hsiao Tong (chewht@lkkauto.com) <chewht@lkkauto.com>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>
Subject: [EXTERNAL] - Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

Dear Sundari,

Good afternoon, I am writing to follow up whether has this vehicle (Hyundai Tuscon) can give the authorization to proceed with repair? hence my manager in charge has been pressurizing me for the answer.

And also, was wondering Aaron Heng from the Rental Department (ComfortDelgro Rent-A-Car) call up and explain the reason why is it delay?

So that I can furnish this to my manager. Hope to here from you soon.

Thanks & regards,
Sun Pin

From: Sundari Nagarajan - III <sundari@iii.com.sg>

Sent: Monday, 20 February 2023 3:55 pm

To: Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Oi Sun Pin <OiSunPin@cdge.com.sg>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>

Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Hsiao Tong (chewht@lkkauto.com) <chewht@lkkauto.com>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>; Raymond Fong Yee Ming <raymondfong@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>

Subject: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

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Dear Aaron

We refer to your email below. We note the following

DOA	-	26.10.22
Date of reporting	-	3.11.22 [it was reported as "reporting"]
OD claim received on	-	16.2.23 [still the reporting has not been changed as claiming OD]

Please provide us the brief description for the delay

Regards

Sundari Nagarajan

DID: 63476071

From: Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>

Sent: Monday, 20 February 2023 2:56 pm

To: Oi Sun Pin <OiSunPin@cdge.com.sg>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>

Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Hsiao Tong (chewht@lkkauto.com) <chewht@lkkauto.com>; Sundari Nagarajan - III <sundari@iii.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>; Raymond Fong Yee Ming <raymondfong@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>

Subject: [EXTERNAL] - Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

You don't often get email from aaronheng@cdgrentacar.com.sg. [Learn why this is important](#)

Hi Sun,

As spoken, customer is at overseas.

Thanks & Regards



Aaron Heng

ComfortDelGro Rent-A-Car Pte Ltd

205 Braddell Road, Blk H
Singapore 579701
Operations Supervisor

6882 0881

From: Oi Sun Pin <OiSunPin@cdge.com.sg>
Sent: Monday, February 20, 2023 1:54 PM
To: Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>
Cc: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Hsiao Tong (<chewht@lkkauto.com>)
<chewht@lkkauto.com>; Sundari Nagarajan - III <sundari@iii.com.sg>; Welson Chen Chee Hai
<welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>; Raymond
Fong Yee Ming <raymondfoong@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>
Subject: Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

Dear Aaron,

Please advise why accident on 26/10/2022 but OD claim on 16/02/2023.

Please explain delay OD claim due to what reason.

Case handler is waiting for the reason to approve the OD claim.

Thanks & regards,
Sun Pin

From: Sundari Nagarajan - III <sundari@iii.com.sg>
Sent: Friday, 17 February 2023 12:20 pm
To: SUR <sur@lkkauto.com>; Hsiao Tong (<chewht@lkkauto.com> <chewht@lkkauto.com>); Oi Sun Pin
<OiSunPin@cdge.com.sg>
Cc: assignments <assignments@lkkauto.com>
Subject: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)

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Dear Sir

We refer to the above OD claim. We note that

DOA - 26.10.22

OD claim on - 16.2.23

OD has to be claimed within 14days from the date of accident.

Regards

Sundari Nagarajan

DID: 63476071

From: Do-Not-Reply <do-not-reply@merimen.com>
Sent: Thursday, 16 February 2023 10:40 am
To: Sundari Nagarajan - III <sundari@iii.com.sg>
Subject: [EXTERNAL] - Claim Assignment Alerts - SMW9733J (OD)

This mail is associated with :
SMW9733J
OD
Oct 26 2022 12:00AM
[COMFORTDELGRO RENT-A-CAR PTE LTD]
ComfortDelGro Engineering Pte Ltd

Dear Sir / Madam

There is a claim assigned to you with the following details:

Vehicle No: SMW9733J
Claim Type: OD
Date of Loss: 26/10/2022
Insured Name: COMFORTDELGRO RENT-A-CAR PTE LTD
Workshop Name: ComfortDelGro Engineering Pte Ltd (Braddell)

To view this record, please logon to www.merimen.com.sg

Merimen Online
sg-support@merimen.com

Please do not reply to this email as it is auto-generated

This is an auto-generated email. Do not reply to this email.

Sent by : Sundari Nagarajan (India International Insurance Pte Ltd)

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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