

Xin Yu (LKK Auto)

From: Samuel Xie Ji Hao <samuelxie@cdge.com.sg>
Sent: Tuesday, February 21, 2023 10:41 AM
To: Oi Sun Pin; Aaron Heng Kiang Tong
Cc: assignments; SUR; Hsiao Tong (LKKAuto); Welson Chen Chee Hai; Mohammad Saffri Bin Mohammed Rozali; Raymond Fong Yee Ming; Danny Ng Shu Hao; Sundari Nagarajan - III; Arthur Liow Yi Foong
Subject: Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

Thanks Sun Pin,

I have cc Mr. Arthur in this email to keep him in the loop as well.

We need to address it and given reasonable answer, This has to address it today!

Regards,

Xie Jihao Samuel

Accident Repair Manager (Vehicle Accident Repairs)

T: 6383 7590 | **M:** 9725 5351

E: Samuelxie@cdge.com.sg

W: www.SPARKcarcare.com

From: Oi Sun Pin <OiSunPin@cdge.com.sg>
Sent: Tuesday, February 21, 2023 10:36 AM
To: Samuel Xie Ji Hao <samuelxie@cdge.com.sg>; Aaron Heng Kiang Tong <aaronheng@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>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>; Sundari Nagarajan - III <sundari@iii.com.sg>
Subject: Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

Dear Samuel,

On 09/02/2023, I receive this vehicle from CRAC to proceed cash repair.

After quotation send to CRAC, CRAC decide to proceed with OD claim due to repair cost over insurance excess.

On 14/02/2023, I submit OD claim to India insurance but date of accident is on 26/10/2022.

Now insurance case handler Sundari asking what reason for the delay on submission. (OD has to be claim within 14 days)

Aside to Aaron,

Please assist to explain the delay from driver come to our workshop.

Thanks & regards,
Sun Pin

From: Samuel Xie Ji Hao <samuelxie@cdge.com.sg>
Sent: Tuesday, 21 February 2023 9:46 am
To: Sundari Nagarajan - III <sundari@iii.com.sg>; 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 <raymondffong@cdge.com.sg>
Subject: Re: MFL2022D0008059/sn; - Claim Assignment Alerts - SMW9733J (OD)/ DOA: 26/10/2022/ URGENT

Sun Pin / Aaron

Can someone explain this case issue ? CEO wants to know answer today.

Please update ASAP.

Thanks

Regards,

Xie Jihao Samuel

Accident Repair Manager (Vehicle Accident Repairs)

T: 6383 7590 | **M:** 9725 5351

E: Samuelxie@cdge.com.sg

W: www.SPARKcarcare.com

From: Sundari Nagarajan - III <sundari@iii.com.sg>
Sent: Monday, February 20, 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 <raymondffong@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 <raymondpong@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



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 <raymondpong@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

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

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]
