

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 20 July 2023 10:49 AM  
**To:** Jess Francis Carlos  
**Cc:** SUR  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Jess,

Without prejudice

We will be advising our principal a cost of repair of \$5,858.77 before excess \$600.00 & GST with 4 days of repair, subject to their approval.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Jess Francis Carlos <jess.carlos@eurokars.com.sg>  
**Sent:** Thursday, June 29, 2023 9:09 PM  
**To:** admin-d <admin-d@lkkauto.com>  
**Cc:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Irfan (LKK Auto) <irfan@lkkauto.com>  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Hi Team,

We would like to follow-up the confirmation for this case.

Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605

Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

[EurokarsGroup.com](http://EurokarsGroup.com) | [EurokarsGroupSGLinkedin](https://www.linkedin.com/company/eurokarsgroup)

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**From:** Jess Francis Carlos  
**Sent:** 22 April 2023 12:27 AM  
**To:** 'Irfan (LKK Auto)' <irfan@lkkauto.com>  
**Cc:** 'Shiau Chan (LKKAuto)' <siewsc@lkkauto.com>  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Hi Team,

Good morning.

We would like to follow-up the email below.

Regards.

**Jess Francis Carlos**  
Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605  
Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

[EurokarsGroup.com](https://www.eurokarsgroup.com) | [EurokarsGroupSGLinkedin](#)

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---

**From:** Jess Francis Carlos  
**Sent:** 04 April 2023 9:30 PM  
**To:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>  
**Cc:** 'Shiau Chan (LKKAuto)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Sir,

Kindly review the attachment above and let us have your confirmation in order to close this case.

**REVISED**

Parts Price	4,078.77
Labour Price	<b>1,780.00</b>
Total (Initial Estimate)	<b>5,858.77</b>
Supp 1	-
Supp 2	-
Supp 3	-
Total (Before Excess)	<b>5,858.77</b>
Less Excess	<b>600.00</b>
TOTAL (After Excess)	<b>5,258.77</b>
GST 8%	<b>420.70</b>
<b>GRAND TOTAL</b>	<b>5,679.47</b>

Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605

Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

[EurokarsGroup.com](http://EurokarsGroup.com) | [EurokarsGroupSGLinkedin](https://www.eurokarsgroup.com/data-protection/)

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---

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** 31 March 2023 3:45 PM

**To:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Jess,

Please contact our surveyor to check on the matter.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Sent:** Friday, March 31, 2023 3:20 PM

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Ma'am,

Kindly review the attachment above.

Apology for we miss this item out.

Also, requesting for your approval to replace the item below.

5	RETAINER(L), FRONT	MB63B-50-0U1A	15.77	1
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Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605

Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

[EurokarsGroup.com](https://www.eurokarsgroup.com) | [EurokarsGroupSGLinkedin](https://www.eurokarsgroup.com/data-protection/)

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---

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** 31 March 2023 10:10 AM

**To:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Jess,

Please refer to the attachment.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Sent:** Friday, March 31, 2023 9:42 AM

**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Ma'am,

Good morning.

We would like to follow-up the email below.

Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605

Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

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---

**From:** Jess Francis Carlos

**Sent:** 30 March 2023 4:45 PM

**To:** 'Shiau Chan (LKKAuto)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Ma'am,

How about item number 8?



Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605

Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** 30 March 2023 2:58 PM

**To:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Jess,

Please proceed the supplementary as attached with our surveyor marking.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>  
**Sent:** Thursday, March 30, 2023 1:59 PM  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Ma'am,

Good morning.

We would like to follow-up the check & supplemental items.

Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605  
Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

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---

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** 29 March 2023 3:48 PM  
**To:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>  
**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Jess,

Please be informed that we are pending for our principle approval.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

**From:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>  
**Sent:** Wednesday, March 29, 2023 12:00 PM  
**To:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Cc:** Irfan (LKK Auto) <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Ma'am,

We would like to follow-up the mandate on the items requested below.

Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605  
Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

[EurokarsGroup.com](https://www.eurokarsgroup.com) | [EurokarsGroupSGLinkedin](https://www.eurokarsgroup.com.sg/linkedin)

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**From:** Jess Francis Carlos  
**Sent:** 28 March 2023 3:34 PM  
**To:** 'irfan@lkkauto.com' <[irfan@lkkauto.com](mailto:irfan@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'Shiau Chan (LKKAuto)' <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; 'Yan (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Irfan,

Kindly review the again the attachments above and let us have you mandate for the request to replace the items below.

8	BRACKET(L)FRT BN	MB63B-50-164	12.98	1
11	CHROME RH	MB63B-50-7J1A	231.12	1
17	STAY LHF FENDER BM/BM	MB45A-52-240	45.01	1
29	BRACKET LH,FRT BUMPER	MB63B-50-163	32.79	1
30	BRACKET RH,FRT BUMPER	MB63B-50-153	32.79	1
31	PLATE,SET	MB63B-50-1C0A	178.61	1
32	PLATE LH,SEAL	MB63B-50-1V1	39.37	1
33	HOLDER,LICENSE PLATE	MBABD-50-170A	89.93	1



34	FASTENER	MB45A-56-146A	2.36	15
35	GROMMET	MGHP9-50-0Z5	2.36	2

Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605

Tel. +65 6395 8833 | HP +65 8128 9802 | [jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)

[EurokarsGroup.com](http://EurokarsGroup.com) | [EurokarsGroupSGLinkedin](https://www.eurokarsgroup.com/data-protection/)

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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>

**Sent:** 24 March 2023 10:10 AM

**To:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Jess,

As instructed by our client, please proceed to repair the insured vehicle **SMA 1736U (Excess \$600/-)**.

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,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

---

**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>

**Sent:** Monday, March 20, 2023 1:21 PM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Jacelyn,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Monday, 20 March 2023 11:44 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'ess.carlos@eurokars.com.sg' <[ess.carlos@eurokars.com.sg](mailto:ess.carlos@eurokars.com.sg)>

**Subject:** FW: [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Sir/Mdm,

Please conduct an OD survey on our vehicle **SMA1736U** and let us have your report urgently.

\*Kindly create OD claim & upload this survey request email to merimen.

Best Regards,

Jacelyn loh



64 Cecil Street, #04/#05 IOB Building, Singapore 049711

Tel: 6347 6100, Ext – 229

---

**From:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>

**Sent:** Friday, March 17, 2023 9:59 PM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Subject:** [EXTERNAL] - Our ref – SMA1736U Mazda 3 / Recovery Claim – India / 10-3-2023 / Survey /

Dear Motor Claims Team,

Kindly arrange the Recovery Claim Survey to your insured's vehicle.

Survey Type	SURVEY
(New Survey / Resurvey)	
Vehicle to be surveyed :	SMA1736A MAZDA 3
INDIA Insured Vehicle :	SMA1736A MAZDA 3
Date of Accident :	Friday, 10 March 2023
Date of Survey :	TBA
Name of Workshop :	Trans Eurokars Pte Ltd
Address of Survey Location :	5 UBI CLOSE
Name of Contact Person :	Jess Carlos
Contact Number :	8128 9802
Any Undercarriage involved :	NO
(please indicate Yes / No)	

Regards.

**Jess Francis Carlos**

Insurance Claims Executive | Eurokars Services Pte Ltd

5 Ubi Close, Singapore 408605

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