

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 30 June 2023 9:56 AM
To: Oi Sun Pin
Cc: SUR; Kristy Tay Siew Hwa; Tan Pei Wei; Alice Lau Lay Koon; Welson Chen Chee Hai; Mohammad Saffri Bin Mohammed Rozali; Agnes Tay Seow Gek; Aaron Heng Kiang Tong; Doris Lim Puay Noi
Subject: RE: [EXTERNAL] - Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Sun Pin,

As instructed by our client, please proceed to repair the insured vehicle **SLE 7165T (Excess TBA)**.

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 | fax: 6256-4315

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

From: Oi Sun Pin <OiSunPin@cdge.com.sg>
Sent: Tuesday, June 27, 2023 2:26 PM
To: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>
Cc: SUR <sur@lkkauto.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>; Agnes Tay Seow Gek <agnes_tay@cdgtaxi.com.sg>; Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Doris Lim Puay Noi <doris_lim@cdgtaxi.com.sg>
Subject: Re: [EXTERNAL] - Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Meka,

On 24/03/2023, we receive all parts pricing from Eurokars Agent. This is no common vehicle in Singapore. So, my purchasing team need time to source part price.

Don Kuo Reen Pyng

To: Oi Sun Pin

Cc: Spark Car Care



Book6 24.03.23.xlsx
94 KB



Book7 24.03.23 1.xlsx
80 KB



2 attachments (174 KB) Save all to OneDrive - ComfortDelGro Corporation Limited Download all

Hi Sun pin, quote - Agent

Also, Please scroll down for pricing & availability .
Item no.8,9,10 &11 please highlight parts as attached.

Due to repair cost is exceed the OD Excess, ComfortDelgro Rent-A-Car make the decision to convert to OD claim.

Oi Sun Pin

To: Aaron Heng Kiang Tong

Dear Aaron,

Please change to OD claim.

Thanks & regards,

On the same day, we also submitted in Merimen. Hope you can understand it.

Thanks & regards,
Sun Pin

From: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>

Sent: Thursday, 25 May 2023 5:25 pm

To: Oi Sun Pin <OiSunPin@cdge.com.sg>

Cc: SUR <sur@lkkauto.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>; Agnes Tay Seow Gek <agnes_tay@cdgtaxi.com.sg>; Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Doris Lim Puay Noi <doris_lim@cdgtaxi.com.sg>

Subject: Re: [EXTERNAL] - Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

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U may have to give us dates.

Meka

Sent from [Outlook for Android](#)

From: Oi Sun Pin <OiSunPin@cdge.com.sg>
Sent: Thursday, May 25, 2023 5:22:44 PM
To: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>
Cc: SUR <sur@lkkauto.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>; Agnes Tay Seow Gek <agnes_tay@cdgtaxi.com.sg>; Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Doris Lim Puay Noi <doris_lim@cdgtaxi.com.sg>
Subject: [EXTERNAL] - Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Meka,

Regarding the late reporting for OD claim, initially classified as cash repair.

However, the decision to convert to OD was made due to instruction received from ComfortDelgro Rent-A-Car.

This resulted in delays of our submission for above mention vehicle. Hope you can understand it.

Thanks & regards,
Sun Pin

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, 25 May 2023 5:05 pm
To: Oi Sun Pin <OiSunPin@cdge.com.sg>; Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>
Cc: SUR <sur@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>
Subject: RE: SLE7165T - Repair Estimate/ DOA: 05/03/2023

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Dear Sun Pin,

Re-send.

Kindly assist to the below message from III officer, Priya

"Please inform our insured to email us the reason for appeal late reporting to our HOD Mr.Meka and copy me in."

The III officer email: 'Mekavathanan Sarangapani' mekavathanan@iii.com.sg & Manivel Priyadarshini manivel@iii.com.sg

Best Regards,
Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Wednesday, May 10, 2023 4:52 PM

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

Cc: SUR <sur@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>

Subject: RE: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Sun Pin,

Any updates?

Best Regards,
Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Oi Sun Pin <OiSunPin@cdge.com.sg>

Sent: Wednesday, April 19, 2023 3:11 PM

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

Cc: SUR <sur@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Aaron,

Please assist to explain the reason for late decide to do OD claim.

Thanks & regards,
Sun Pin

From: Oi Sun Pin <OiSunPin@cdge.com.sg>

Sent: Wednesday, 19 April 2023 3:10 pm

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali

<saffri@cdgrentacar.com.sg>

Subject: Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Aaron,

Please assist to explain the reason for late decide to do OD claim.

Thanks & regards,

Sun Pin

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Wednesday, 19 April 2023 3:02 pm

To: Oi Sun Pin <OiSunPin@cdge.com.sg>

Cc: SUR <sur@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>

Subject: RE: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Some people who received this message don't often get email from siewsc@lkkauto.com. [Learn why this is important](#)

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Dear Sun Pin,

Kindly assist to the below message from III officer, Priya

"Please inform our insured to email us the reason for appeal late reporting to our HOD Mr.Meka and copy me in."

The III officer email: 'Mekavathanan Sarangapani' mekavathanan@iii.com.sg & Manivel Priyadarshini manivel@iii.com.sg

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Oi Sun Pin <OiSunPin@cdge.com.sg>

Sent: Friday, April 14, 2023 5:26 PM

To: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>; Tan Pei Wei <tanpw@cdge.com.sg>; Alice Lau Lay Koon <alicelau@cdge.com.sg>; Aaron Heng Kiang Tong <aaronheng@cdgrentacar.com.sg>; Welson Chen Chee Hai <welsonchen@cdgrentacar.com.sg>; Danny Ng Shu Hao <dannyng@cdgrentacar.com.sg>; Mohammad Saffri Bin Mohammed Rozali <saffri@cdgrentacar.com.sg>

Subject: Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Shiau Chan,

The reason for the delay is my client late making decision to do OD claim after receive cash repair quotation.

On 24/03/2023, we receive all parts pricing from Eurokars Agent. This is no common vehicle in Singapore. So, my purchasing team need time to source part price.

Hope you can understand.

Thanks & regards,
Sun Pin

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Friday, 14 April 2023 2:43 pm

To: Oi Sun Pin <OiSunPin@cdge.com.sg>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SLE7165T - Repair Estimate/ DOA: 05/03/2023

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Dear Sun Pin,

According to our principle, OD protocol to claim within 14 days and they note this case was initiated 29.03.23.

Have any reason for the delay submission OD claim?

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, April 13, 2023 9:37 AM

To: Oi Sun Pin <OiSunPin@cdge.com.sg>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>

Cc: SUR <sur@lkkauto.com>

Subject: RE: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Sun Pin,

Received with thanks.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

From: Oi Sun Pin <OiSunPin@cdge.com.sg>
Sent: Thursday, April 13, 2023 8:31 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>
Cc: SUR <sur@lkkauto.com>
Subject: Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Shiau Chan,

Please refer SLE7165T GIA report.

Thanks & regards,
Sun Pin

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 10 April 2023 10:15 am
To: Oi Sun Pin <OiSunPin@cdge.com.sg>; Johari Bin Husin <JohariBH@sparkcarcare.com>; Kristy Tay Siew Hwa <kristytay@sparkcarcare.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SLE7165T - Repair Estimate/ DOA: 05/03/2023

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Dear Sir/Madam,

Re-send.

Kindly provide us the SLE 7165T GIA report as requested by III officer.

Best Regards,
Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, April 4, 2023 10:58 AM
To: Oi Sun Pin <OiSunPin@cdge.com.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Sun Pin,

Kindly provide us the SLE 7165T GIA report.

Best Regards,
Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Oi Sun Pin <OiSunPin@cde.com.sg>

Sent: Thursday, March 30, 2023 2:26 PM

To: Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Cc: SUR <sur@lkkauto.com>

Subject: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Kenneth,

Please refer estimate.

Thanks & regards,
Sun Pin

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