

Shiau Chan (LKKAuto)

From: Manivel Priyadarshini <manivel@iii.com.sg>
Sent: Tuesday, 18 July 2023 2:35 PM
To: Shiau Chan (LKKAuto)
Cc: SUR
Subject: RE: [EXTERNAL] - Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Chan,

(1) FOR EMPLOYEES OF COMFORTDELGRO RENT-A-CAR PTE LTD
(REGARDLESS OF AGE AND DRIVING EXPERIENCE) : S\$400/- SECTION I.

(2) FOR AUTHORIZED DRIVERS WHO ARE AT LEAST 22 YEARS OLD & WITH SINGAPORE
DRIVING EXPERIENCE OF :

(a) AT LEAST 24 MONTHS : EXCESS S\$1500/- ON SECTION I & II (SEPARATELY).

(b) BETWEEN 18 MONTHS AND LESS THAN 24 MONTHS : ADDITIONAL EXCESS OF

Thank You

Best Regards,

Priya Manivel

Motor & Work Injury Claims Department

India International Insurance Pte Ltd

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

[Tel:63476100](tel:63476100),Ext-284



From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, July 18, 2023 2:18 PM
To: Manivel Priyadarshini <manivel@iii.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: RE: [EXTERNAL] - Re: SLE7165T - Repair Estimate/ DOA: 05/03/2023

Dear Priya,

Re-send.

Kindly confirm the excess is \$1,500.00 or \$2,000.00 and indicate via Merimen System (main page).

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, July 18, 2023 2:13 PM

To: Manivel Priyadarshini <manivel@iii.com.sg>

Cc: SUR <sur@lkkauto.com>

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

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

Sent: Friday, June 30, 2023 9:53 AM

To: Manivel Priyadarshini <manivel@iii.com.sg>

Cc: SUR <sur@lkkauto.com>

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

Dear Priya,

Have any excess apply for this OD claim? & indicate via Merimen System if apply.

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, June 28, 2023 11:08 AM

To: Manivel Priyadarshini <manivel@iii.com.sg>

Cc: SUR <sur@lkkauto.com>

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

Dear Priya,

As per your requested.

Kindly advise the authorisation via Merimen.

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@cdege.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



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: Shiau 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,
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: Friday, April 14, 2023 5:26 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 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

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, 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@cde.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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, April 4, 2023 10:58 AM
To: Oi Sun Pin <OiSunPin@cde.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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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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