

## Veron Chen (LKKAuto)

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**From:** Jason Tea Chee Kiat <jason.tea@budgetdirect.com.sg>  
**Sent:** Friday, 23 June 2023 2:16 PM  
**To:** Veron Chen (LKKAuto); Meng Yan (LKK Auto); assignments; SUR; Investigation  
**Cc:** Don Bong; Derrick Quok; Bryan Ang (LKKAuto)  
**Subject:** OD authorised || OD Claims || Claim: C10022884 , Claimed Policy: P10897555R00-02 , Policy Holder: Joieslin Adaikalarajoo - OI (SLN948A) hit onto a pole

Dear Veron,

Since there is no issue with the brake, please authorise the OD repairs.

Kindly informed the workshop, OD excess \$600 + GST applies

Best Regards,

**Jason Tea**  
**Executive, Claims**

**T** +65 6989 3695

**F** +65 6725 0853

**E** [jason.tea@budgetdirect.com.sg](mailto:jason.tea@budgetdirect.com.sg)



**Customer Care** +65 6221 2111

**Claims** +65 6221 2199

**Claims (Int.)** +65 6540 2199

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**From:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>

**Sent:** Friday, June 23, 2023 1:42 PM

**To:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Jason Tea Chee Kiat <jason.tea@budgetdirect.com.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Investigation <investigation@lkkauto.com>

**Cc:** Don Bong <don.bong@budgetdirect.com.sg>; Derrick Quok <derrick.q@budgetdirect.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

**Subject:** Assign LKK to Survey and Investigate || OD Claims || Claim: C10022884 , Claimed Policy: P10897555R00-02 , Policy Holder: Joieslin Adaikalarajoo - OI (SLN948A) hit onto a pole

Dear Jason,

According to surveyor, at the time of inspection brake and steering are in order.

All the tyres of the insured vehicle were found to be in good serviceable condition with remaining tread depth of approximately 6mm.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Veron Chen (LKKAuto)

**Sent:** Wednesday, June 21, 2023 2:06 PM

**To:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>; Jason Tea Chee Kiat <[jason.tea@budgetdirect.com.sg](mailto:jason.tea@budgetdirect.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Investigation <[investigation@lkkauto.com](mailto:investigation@lkkauto.com)>

**Cc:** Don Bong <[don.bong@budgetdirect.com.sg](mailto:don.bong@budgetdirect.com.sg)>; Derrick Quok <[derrick.q@budgetdirect.com.sg](mailto:derrick.q@budgetdirect.com.sg)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** RE: Assign LKK to Survey and Investigate || OD Claims || Claim: C10022884 , Claimed Policy: P10897555R00-02 , Policy Holder: Joieslin Adaikalarajoo - OI (SLN948A) hit onto a pole

Dear Jason,

Enclosed preliminary revised of vehicle SLN 948A

Date of survey: 20/6/2023

Number of days (estimated) : 8 days

Lump sum repair

Pending for investigation

We have Not authorise repair.

Kindly provides policy excess

**Dear Investigation Team,**

**Please investigate this vehicle as there is brake issues, please get all the maintenance records of this vehicle**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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

**Sent:** Tuesday, June 20, 2023 2:40 PM

**To:** Jason Tea Chee Kiat <[jason.tea@budgetdirect.com.sg](mailto:jason.tea@budgetdirect.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Don Bong <[don.bong@budgetdirect.com.sg](mailto:don.bong@budgetdirect.com.sg)>; Derrick Quok <[derrick.q@budgetdirect.com.sg](mailto:derrick.q@budgetdirect.com.sg)>

**Subject:** RE: Assign LKK to Survey and Investigate || OD Claims || Claim: C10022884 , Claimed Policy: P10897555R00-02 , Policy Holder: Joieslin Adaikalarajoo - OI (SLN948A) hit onto a pole

Dear Jason,

Thank you for the assignment.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 / Whatsapp call: 87813698 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Jason Tea Chee Kiat <[jason.tea@budgetdirect.com.sg](mailto:jason.tea@budgetdirect.com.sg)>

**Sent:** Tuesday, June 20, 2023 1:01 PM

**To:** [oscar@automotiverepaircentre.com.sg](mailto:oscar@automotiverepaircentre.com.sg); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg); Don Bong <[don.bong@budgetdirect.com.sg](mailto:don.bong@budgetdirect.com.sg)>; Derrick Quok <[derrick.q@budgetdirect.com.sg](mailto:derrick.q@budgetdirect.com.sg)>

**Subject:** Assign LKK to Survey and Investigate || OD Claims || Claim: C10022884 , Claimed Policy: P10897555R00-02 , Policy Holder: Joieslin Adaikalarajoo - OI (SLN948A) hit onto a pole

Dear Shujuan,

We assign LKK to investigate into this accident as the vehicle have brake problems.

LKK will survey and investigate. (estimate once ready please let LKK have a copy).

Dear LKK,

Please investigate and survey this vehicle as there is brake issues, please get for us all the maintenance records of this vehicle.

Best Regards,

**Jason Tea**  
**Executive, Claims**

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**From:** Jason Tea Chee Kiat

**Sent:** Tuesday, June 20, 2023 9:19 AM

**To:** [oscar@automotiverepaircentre.com.sg](mailto:oscar@automotiverepaircentre.com.sg)

**Cc:** [kenguan@automotiverepaircentre.com.sg](mailto:kenguan@automotiverepaircentre.com.sg); Don Bong <[don.bong@budgetdirect.com.sg](mailto:don.bong@budgetdirect.com.sg)>; Derrick Quok <[derrick.q@budgetdirect.com.sg](mailto:derrick.q@budgetdirect.com.sg)>

**Subject:** Maintenance Records needed || OD Claims || Claim: C10022884 , Claimed Policy: P10897555R00-02 , Policy Holder: Joieslin Adaikalarajoo - OI (SLN948A) hit onto a pole

Dear Oscar,

As spoken to a lady staff yesterday, we tried to contact the policy holder yesterday but no answer and it's overseas tone, hence we cannot get hold of the owner.

As PH is claiming OD, **we need the last 3 maintenance records of this vehicle.**

As the owner reported some problem with her brake before the accident Please forward to us so that we can check and reply.

Kindly also ask the owner to call me tomorrow, as today I not attending to phone calls (as we need to verify the policy before OD authorisation)

Best Regards,

**Jason Tea**  
**Executive, Claims**

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