

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Friday, 23 June 2023 3:01 PM
To: oscar@automotiverepaircentre.com.sg; SUR
Cc: kenguan@automotiverepaircentre.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 Oscar,

As instructed by our client , please proceed to repair the **insured vehicle SLN 948A. Lump Sum Repair. (Excess \$\$600 + GST applies).**

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,

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)

From: Jason Tea Chee Kiat <jason.tea@budgetdirect.com.sg>
Sent: Tuesday, June 20, 2023 1:01 PM
To: oscar@automotiverepaircentre.com.sg; SUR <sur@lkkauto.com>
Cc: kenguan@automotiverepaircentre.com.sg; Don Bong <don.bong@budgetdirect.com.sg>; Derrick Quok <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

T +65 6989 3695
F +65 6725 0853
E jason.tea@budgetdirect.com.sg



Customer Care +65 6221 2111
Claims +65 6221 2199
Claims (Int.) +65 6540 2199

190 Clemenceau Avenue, #03-01
Singapore Shopping Centre
Singapore
239924
budgetdirect.com.sg



Auto & General Insurance (Singapore) Pte. Limited (Co. Reg. No. 201626103G) trading as **Budget Direct Insurance**.

From: Jason Tea Chee Kiat
Sent: Tuesday, June 20, 2023 9:19 AM
To: oscar@automotiverepaircentre.com.sg
Cc: kenguan@automotiverepaircentre.com.sg; Don Bong <don.bong@budgetdirect.com.sg>; Derrick Quok <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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E jason.tea@budgetdirect.com.sg



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