

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 19 July 2023 4:34 PM
To: Foo Ai Ngoh; AWS Notice
Cc: ERGO Insurance Pte. Ltd. (Claims Department); SUR
Subject: RE: ***SPAM*** ERGO-OD GBK 6047U DOA: 03/07/2023

Dear Ai Ngoh,

Noted with thanks.

We will inform workshop and our surveyor accordingly.

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: Foo Ai Ngoh <aingoh.foo@ergo.com.sg>
Sent: Wednesday, July 19, 2023 4:30 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; AWS Notice <aws.notice@ergo.com.sg>
Cc: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: ***SPAM*** ERGO-OD GBK 6047U DOA: 03/07/2023

Dear Shiau Chan

If this is verified, yes, we will do part by part – on cost +10% ... please verify the parts price..

I will leave it to the surveyor to secure the best price for Ergo...

Thank you.

Regards

Ai Ngoh

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, July 19, 2023 4:25 PM
To: Foo Ai Ngoh <aingoh.foo@ergo.com.sg>
Cc: ERGO Insurance Pte. Ltd. (Claims Department) <claims@ergo.com.sg>; SUR <sur@lkkauto.com>
Subject: FW: ***SPAM*** ERGO-OD GBK 6047U DOA: 03/07/2023

Dear Ai Ngoh,

Please refer to the below workshop email and advise.

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: gary.seah@smemotor.com.sg <gary.seah@smemotor.com.sg>

Sent: Wednesday, July 19, 2023 3:45 PM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Ying <ying@smemotor.com.sg>; hanzc@smemotor.com.sg

Cc: SUR <sur@lkkauto.com>

Subject: Re: ***SPAM*** ERGO-OD GBK 6047U DOA: 03/07/2023

Dear Shiau Chan,

We have tried to source however there are no used/recon parts available in the market, thus we are not able to repair this vehicle under lumpsum basis.

Please kindly revert on the repair base on part by part repair.

Thank you

Best Regards,

Gary

On 19/7/2023 3:21 pm, Shiau Chan (LKKAuto) wrote:

Dear Sir/Mdm,

As instructed by our client, please proceed to repair the insured vehicle **GBK 6047U on Lump Sum basis (Excess \$500/-)**.

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)

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Best Regards,
Gary

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Autobay@kaki bukit
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