

Shiau Chan (LKKAUTO)

From: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Sent: Tuesday, 17 September 2024 1:48 PM
To: Shiau Chan (LKKAUTO); SUR
Cc: Eddie Sim (CTPIS)
Subject: RE: SNM24D204548/C01/TAYHP - OD/XD9364K DOA: 08/08/2024

[Internal]

Dear Mdm,

We refer to the above captioned matter and your email below.

Please proceed to allow repairer to undertake the repair cost at \$50,150 on Lump Sum basis

Thank you.

Regards,

Irene Tay
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Friday, 13 September 2024 11:06 am
To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM24D204548/C01/TAYHP - OD/XD9364K DOA: 08/08/2024

[Internal]

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[Internal]

Dear Irene,

Any status of authorisation?

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

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, 5 September 2024 2:50 PM

To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; SUR <sur@lkkauto.com>

Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>

Subject: RE: SNM24D204548/C01/TAYHP - OD/XD9364K DOA: 08/08/2024

Dear Irene,

Enclosed herewith 2nd preliminary advice of XD 9364K.

Repairer able to undertake the repair cost at \$55,000.00 on Lump Sum basis

Kindly advise on authorisation and excess if apply.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

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, 21 August 2024 5:43 PM

To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; SUR <sur@lkkauto.com>

Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>

Subject: RE: SNM24D204548/C01/TAYHP - OD/XD9364K DOA: 08/08/2024

Dear Irene,

Enclosed herewith preliminary advice of XD 9364K.
Pending estimate from repairer.

We have not authorise repair.

Best Regards,

Shiau Chan (Ms) | Senior Case Handler

Own Damage & Third Party Property Damage

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: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>

Sent: Tuesday, August 20, 2024 2:32 PM

To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>

Subject: RE: SNM24D204548/C01/TAYHP - OD/XD9364K DOA: 08/08/2024

Dear Irene,

Thank you for the assignment.

Please be informed that **Ms. Shiau Chan** is the handler of this case who can be contacted at 6256 3561/
siewsc@lkkauto.com

Best Regards,

Hueh Yin | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

Sent: Tuesday, August 20, 2024 12:30 PM

To: SAMANTHA TAN <sam@sngahtee.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>

Subject: RE: SNM24D204548/C01/TAYHP - OD/XD9364K DOA: 08/08/2024

[Internal]

Dear Sir/Mdm (Sng Ah Tee),

Please submit the estimate.

Aside to LKK;

Please assist to conduct survey and assignment thru ezclaims.

Thanks & Best Regards,

Irene Tay

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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From: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>

Sent: Tuesday, August 20, 2024 10:55 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Angie Foo (CTPIS) <angie.foo@sg.cntaiping.com>; Belinder Ng (CTPIS) <belinder.ng@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

Cc: Pauline Tham (CTPIS) <pauline.tham@sg.cntaiping.com>

Subject: SNM24D204548/C01/TAYHP - OD/XD9364K DOA: 08/08/2024

[Internal]

Hi Angie and team,

Please assist to create OD claim as if it is external workshop.

Thank you

Regards,

Lynn Khong

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6156 | F: (65) 6224 7175

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From: Sam <sam@sngahtee.com>
Sent: Tuesday, August 20, 2024 9:29 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>; Pauline Tham (CTPIS) <pauline.tham@sg.cntaiping.com>
Subject: OD/XD9364K DOA: 08/08/2024

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Dear All,

I had encounter issue when claim creation.

Refer to the message shown below;

Claim number is not created. Please contact China Taiping for assistance. Notification No. is 24N033644.

Kindly help to assist on it and let us have the claim number.

Refer to this vehicle fall under big truck and will not be using Audatex.

Thank you.

Best Regards

Samantha Tan | sam@sngahtee.com

SNG AH TEE MOTOR & PANEL SERVICE PTE LTD | BLK 3 PIONEER ROAD NORTH #01-18 SINGAPORE 628457
TEL: 62686183 (4LINES) | FAX: 62681429 | Find us at <http://www.sngahtee.com>

SNGAHTEE
MOTOR & PANEL SERVICE