

Shiau Chan (LKKAUTO)

From: Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>
Sent: Wednesday, 4 September 2024 2:27 PM
To: Shiau Chan (LKKAUTO); SUR
Cc: Eddie Sim (CTPIS); Claims Dept of CTI
Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

[Confidential]

Hi Shiau Chan

Please proceed with repair at \$10,000 on Lump Sum basis . OD excess waived.

Please obtain undertaking letter from DING AUTO that :

1. No supplementary parts
2. Repair back to pre-accident condition and ensure it is road worthy ie it is safe to drive after repair.

Thank you.

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 6389 6116 | F: (65) 6224 7175

**For survey matter, please email to claimsdept@sg.cntaiping.com*

**For all LOD, please email to claimsdept@sg.cntaiping.com*

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, 4 September 2024 11:50 am
To: Chee So Chow (CTPIS) <sochow.chee@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: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

[Confidential]

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[Confidential]

Dear So Chow,

According to the repairer, they willing to undertake the repair cost at \$10,000.00 on Lump Sum basis.

Kindly advise on authorisation and excess is 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: Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

Sent: Wednesday, 4 September 2024 10:29 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

[Confidential]

Hi Shiau Chan

We spoke just now.

We propose to Ding Auto to undertake repair at lump sum \$10,000 + gst 9% with following conditions:

1. No supplementary parts
2. Repair back to pre-accident condition and ensure it is road worthy after repair.

Thank you.

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Sent: Tuesday, 3 September 2024 2:23 pm

To: Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

[Internal]

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[Internal]

Dear So Chow,

According to our surveyor, with or without the undercarriage parts, the repair cost already exceeded \$11K on Lump Sum. Moreover, the check items consist more on body parts than undercarriage parts.

Kindly advise as repairer keep chase on authorisation.

Best Regards,

Shiao 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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Saturday, August 31, 2024 7:54 PM

To: Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

Dear So Chow,

Thank you for the email.

Our respective case handler will look into the matter and get back to you in due course.

Dear Shiau Chan,

Kindly assist--CS/CTI24080491/Kqh3e2 (SKW 5277J)

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

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: Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

Sent: Friday, August 30, 2024 5:59 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

[Internal]

Hi Veron

Repairer's proposal of \$11,000 is more than net value is \$9,290.

Can negotiate? Also undercarriage is affected, can it be repair back?

Thank you.

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 6389 6116 | F: (65) 6224 7175

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**For all LOD, please email to claimsdept@sg.cntaiping.com*

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

Sent: Friday, 30 August 2024 4:57 pm

To: SUR <sur@lkkauto.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: FW: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

[Internal]

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[Internal]

Dear So Chow,

Kindly advised on approval as repairer is chasing.

Best Regards,

Veron Chen | Case Handler **On Behalf of Shiau Chan**

Own Damage & Third Party Property Damage

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: Veron Chen (LKKAuto)

Sent: Thursday, August 29, 2024 4:19 PM

To: SUR <sur@lkkauto.com>; sochow.chee (sochow.chee@sg.cntaiping.com) <sochow.chee@sg.cntaiping.com>; claimsdept@sg.cntaiping.com

Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

Dear So Chow,

Enclosed preliminary revised of vehicle SKW 5277J

Date of survey: 29/8/2024

Number of days (estimated) : 14 days

We have Not authorise repair.

Repairer asking for lump sum \$11,000.00

For your approval please and provides policy excess

Best Regards,

Veron Chen | Case Handler **On Behalf of Shiau Chan**

Own Damage & Third Party Property Damage

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: Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

Sent: Wednesday, August 28, 2024 2:38 PM

To: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: SNM24D204720/C01/ SNM24D204720/COI - CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

[Internal]

Hi Team

We have just assigned your team to conduct an Own Damage survey. Ezclaim created.

Thank you.

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>

Sent: Monday, August 26, 2024 6:30 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Aliff (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>

Subject: Re: CTI I OD - SKW5277J I DOA 19/08/2024 - VEHICLE SURVEY & APPROVAL

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Dear China Taiping motor claims officer,
We would like to seek your advise on the OD status of this case.
Please revert back to us as soon as possible. Thank you.

Best Regards,

Marcus Lee

Claims Department (Sin Ming Branch)

Mobile +65 9108 9585 | **Office** +65 6452 1208

Web www.dingauto.sg | **Email** workshop@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Fri, Aug 23, 2024 at 6:17 PM Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg> wrote:

Dear CTI Motor Claim Officer,

Good day to you.

Kindly refer to the attached GIA Report, CI, Estimate Repair and accident photos for your further review and seek your approval.

EzClaim ref : 24N033801

We are looking forward to hearing from you soon. Thank you

Best Regards,

Marcus Lee

Claims Department (Sin Ming Branch)

Mobile +65 9108 9585 | **Office** +65 6452 1208

Web www.dingauto.sg | **Email** workshop@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645

NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869