

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 17 October 2024 10:15 AM
To: Aliff (Ding Auto - BLK10 Branch); SUR
Cc: Kenneth Ding; Lynn Yap (Ding Auto); Marcus Lee (Ding Auto - Sin Ming Branch); Alex Loh (Ding Auto Sin Ming Branch); Joyce (Ding Auto - Carros Branch); Allen (Ding Auto - Sin Ming Branch)
Subject: RE: CTI REF: SNM24D205342/SMR2815D/C01/KHONGLH | DOA: 22.09.2024 OD VEH SURVEY & APPROVAL
Attachments: SMR2815D SUPP.pdf

Dear Aliff,

Please proceed the supplementary as attached with our surveyor marking and take note that the **repair cost not more than \$26,000.00 on Lump Sum basis (Excess \$2,000/-)**.

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, 2 October 2024 3:43 PM
To: Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>
Subject: RE: CTI REF: SNM24D205342/SMR2815D/C01/KHONGLH | DOA: 22.09.2024 OD VEH SURVEY & APPROVAL

Dear Aliff,

As instructed by our client, please proceed to repair the insured vehicle **SMR 2815D at repair cost not more than \$26,000.00 on Lump Sum basis (Excess \$2,000/-)**

Kindly arrange our surveyor for re-survey and after paint.

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

Sent: Wednesday, 2 October 2024 3:37 PM

To: Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>

Subject: RE: CTI REF: SNM24D205342/SMR2815D/C01/KHONGLH | DOA: 22.09.2024 OD VEH SURVEY & APPROVAL

[Internal]

Dear Aliff,

OD authorised up to Limit cost of repair S\$26,000.00

Sect I excess – S\$2,000.00

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

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

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From: Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>

Sent: Wednesday, 2 October 2024 3:12 pm

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

Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>; Eddie Sim (CTPIS)

<eddie.sim@sg.cntaiping.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>

Subject: Re: CTI REF: SNM24D205342/SMR2815D/C01/KHONGLH | DOA: 22.09.2024 OD VEH SURVEY & APPROVAL

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Dear Lynn,

We would like to follow up with the approval for this claim

Best Regards,



Aliff

Claims Department (Sin Ming Branch)

Mobile +65 8205 3757 Office +65 6452 1208

Web www.dingauto.sg Email blk10workshop@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 Wed, Oct 2, 2024 at 9:31 AM Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg> wrote:

Dear Lynn,

We are able to undertake the repair with the said repair limit amount

Best Regards,



Aliff

Claims Department (Sin Ming Branch)

Mobile +65 8205 3757 Office +65 6452 1208

Web www.dingauto.sg Email blk10workshop@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 Mon, Sep 30, 2024 at 6:12 PM Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com> wrote:

[Internal]

Dear Aliff,

We noted limit repair COR to insured vehicle potentially between S\$24,000 to \$26,000.

Please advise if able to undertake repair. Otherwise, please advise cost agreeable to undertake.

Kindly note this is not for authorisation, we require your intention on undertaking to seek approval from management.

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

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

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From: Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>

Sent: Monday, 30 September 2024 12:13 pm

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

Cc: Eddie Sim (CTPIS) <eddie.sim@sg.cntaiping.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>

Subject: Re: CTI REF: SNM24D205342/SMR2815D/C01/KHONGLH | DOA: 22.09.2024 - NOTIFICATION 24N038236 / OD VEH SURVEY & APPROVAL

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Lynn,

We would like to follow up on the approval for this case.

Best Regards,



Aliff

Claims Department (Sin Ming Branch)

Mobile +65 8205 3757 **Office** +65 6452 1208

Web www.dingauto.sg **Email** blk10workshop@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 Wed, Sep 25, 2024 at 4:07 PM Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg> wrote:

Dear Lynn,

We have amended the GIA report to chain collision. See attached for your reference.

Best Regards,



Aliff
Claims Department (Sin Ming Branch)

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Web www.dingauto.sg **Email** blk10workshop@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 Wed, Sep 25, 2024 at 10:27 AM Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com> wrote:

[Internal]

Dear Aliff,

SNM24D205342 – file linked.

Please note Excess S\$2000.

Also, scene photo shown 3 vehicular chain collision.

Please confirm with insured and file addendum, as necessary.

Thank you

Regards,

Lynn Khong

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

Sent: Tuesday, 24 September 2024 4:31 pm

To: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>; Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>

Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>

Subject: CTI REF: SNM24D205342/SMR2815D/C01/KHONGLH | DOA: 22.09.2024 - NOTIFICATION 24N038236 / OD VEH SURVEY & APPROVAL

[Internal]

Dear Lynn,

Please refer to the below email.

Kindly assist.

Thank you.

Belinder Ng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175 | F: (65) 6222 1033

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From: Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>

Sent: Tuesday, 24 September 2024 4:20 pm

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

Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>

Subject: CTI I OD CLAIM DOA 22/09/2024 - SMR2815D PENDING APPROVAL AND SURVEY

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Dear China Taiping Insurance Motor Claim Officers,

Good day to you.

Kindly refer to the attached GIA report, Audatex Repair Estimate & Accident Photos for your review and approval.

Notification No./EzClaim No.: 24N038236

Hope to hear from you soon, thank you.

Best Regards,

Aliff

Claims Department (Sin Ming Branch)

Mobile +65 8205 3757 **Office** +65 6452 1208

Web www.dingauto.sg **Email** blk10workshop@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