

Veron Chen (LKKAUTO)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Wednesday, 24 July 2024 4:54 PM
To: Ahmad Faisal Bin Hamid; SUR; assignments
Cc: ESPL Claims Admin; Jerome Tan ZL; Joseph Tee YS; Jobi Thomas; Kanageshvaran Supramaniam; Muhammad Nur Faiz Bin Sanat; Eric Paul Glorioso
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

We refer to the above.

We maintain rejection as the item did not fall from our insured vehicle but may be items lying on the road causing the item to be propelled.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>
Sent: Friday, July 5, 2024 7:49 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

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[Confidential]

Dear Jenny,

Attached is the law firm letter from customer.
Please advise again on the liability.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjurong Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 04 July 2024 2:49 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

WITHOUT PREJUDICE

Dear Faisal

Insured alleged that the item not flew off from his vehicle as he was carrying bulky items at the point of the accident.

Thus, we are unable to comment on the liability.

Thank you.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>

Sent: Thursday, July 4, 2024 11:47 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

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[Confidential]

Hi Jenny,

Please update the claim status.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Ahmad Faisal Bin Hamid
Sent: 03 July 2024 1:44 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Hi Jenny,

Please update the claim status.

Best regards.

Ahmad Faisal
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru, Singapore 609042
Tel. +65 94492707 | faisal.hamid@eurokars.com.sg

From: Ahmad Faisal Bin Hamid
Sent: 02 July 2024 6:03 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Jenny,

Video uploaded.

Best regards.

Ahmad Faisal
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru, Singapore 609042
Tel. +65 94492707 | faisal.hamid@eurokars.com.sg

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 02 July 2024 5:49 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

WITHOUT PREJUDICE

Dear Faisal

Please the videos under this folder.

 [SMH7750B](#)

Regards,

Jenny Lew

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>

Sent: Tuesday, July 2, 2024 5:44 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

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[Confidential]

Hi Jenny,

Please download from the dropbox link below.

https://www.dropbox.com/scl/fi/7dri9t0tdy6lrls77j5mz/20240525_184942_REC_F.MP4?rlkey=713vuxhw9mugp3wfw28jy8lk2&dl=0

Best regards.

Ahmad Faisal

Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru, Singapore 609042
Tel. +65 94492707 | faisal.hamid@eurokars.com.sg

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 02 July 2024 5:15 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

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Dear Faisal

As spoken, we are unable to proceed with the direct settlement, please let us have the clearer copy of the video resolution.

Regards,

Jenny Lew

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Jenny Lew

Sent: Monday, July 1, 2024 4:31 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

WITHOUT PREJUDICE

Dear Sirs/Madam,

1. Based on the available information, we would like to explore a direct settlement for the sake of an amicable settlement and on a without any admission of liability basis.

2. Please let us have your quantification of claim including your client's Letter of Authority once repair cost and days are finalised with our surveyor for our further consideration.

3. The claim for loss of use and/or rental per day, if any, will be strictly based on the Non-Injury Motor Accident (NIMA) benchmark and surveyor's recommendation.

4. This proposal shall not be deemed or construed to be (a) an admission of the truth or falsity of any actual or potential claims or (b) an acknowledgment or admission by China Taiping Insurance Pte Ltd of any fault or liability whatsoever to the insured or to any third party.

5. This proposal of direct settlement in paragraphs 1 to 4 above is CONDITIONAL upon China Taiping's Policy liability being engaged, and China Taiping Insurance Pte Ltd reserve any and all rights under our Policy to investigate further into the claim and to make a determination on our Policy coverage, including our rights to reject the claim should new evidence be available. In the event that we reject our Policy coverage, you will then have to look directly to our insured and /or insured motorist for recovery of any sums you may incur or may have incurred towards repairs for the vehicle.

Regards,

Jenny Lew

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>

Sent: Monday, July 1, 2024 8:13 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

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[Confidential]

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

We are waiting for your prompt reply ASAP.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Ahmad Faisal Bin Hamid

Sent: 28 June 2024 10:22 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

We are waiting for your prompt reply ASAP.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



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From: Ahmad Faisal Bin Hamid
Sent: 27 June 2024 8:31 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

We are waiting for your prompt reply ASAP.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 25 June 2024 3:20 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

We are still reviewing the matter, as such, we are unable to revert on liability.
Please proceed to advise your client to do Own Damage if urgent, thank you.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>

Sent: Tuesday, June 25, 2024 3:14 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

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[Confidential]

Hi,

Any update for this claim?
Haven't get any response from your side since 21 June.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjurong Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Ahmad Faisal Bin Hamid

Sent: 24 June 2024 7:28 PM

To: 'Jenny Lew' <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

My client need car to move for work. The car grounded in workshop now.

We need your cooperation to feedback us about the claim.







Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | | HP +65 94492707



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From: Ahmad Faisal Bin Hamid

Sent: 24 June 2024 4:22 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

We are waiting for your prompt reply ASAP.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



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Tel. +65 6331 0680 | HP +65 94492707



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From: Ahmad Faisal Bin Hamid

Sent: 24 June 2024 8:53 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

We are waiting for your prompt reply ASAP.

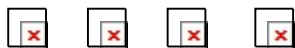
Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjurong Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 21 June 2024 4:17 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

We are pending the clarification from insured, will revert later.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>
Sent: Friday, June 21, 2024 11:09 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

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[Confidential]

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

We are waiting for your prompt reply ASAP.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Ahmad Faisal Bin Hamid
Sent: 20 June 2024 5:16 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Hi,

Attached video is the evidence. Can see the thing dropped from the truck.

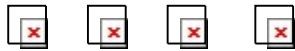
Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | | HP +65 94492707



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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 20 June 2024 3:31 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Importance: High

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

Please provide us with the supporting evidence, eg: video footage to substantiate the claim assessment.

Describe Circumstance of the Accident
On 05/06/2024 @ about 0930 hrs.
I was travelling along PIE after Stevens Road exit. Suddenly Vehicle B (SMH7750B) driver
came to my front vehicle and block my way.
We both stopped at the road side. When I
came down to check, I found that Vehicle B
front bonnet and front windscreen is damage. I ask the
driver why block my way.
Driver of Vehicle B complain that have an item
flew from my truck and hit onto her vehicle.
But unsure what is the item and unable to found.
No one was injured.

Thank you.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>
Sent: Thursday, June 20, 2024 2:45 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

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[Confidential]

Hi,

Attached is the police report for the supporting document.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 19 June 2024 12:14 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

Please furnish us with the supporting evidence to substantiate the claim assessment.

Thank you.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>

Sent: Wednesday, June 19, 2024 7:55 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

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[Confidential]

Dear Sir/Mdm,

We would appreciate it if you could kindly let us know the liability/status of this case.

We are waiting for your prompt reply ASAP.

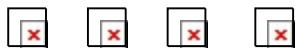
Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Ahmad Faisal Bin Hamid

Sent: 13 June 2024 10:53 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph

Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Sir/Mdm,

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We are waiting for your prompt reply ASAP.

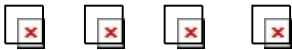
Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



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Tel. +65 6331 0680 | HP +65 94492707



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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>

Sent: 12 June 2024 2:59 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <Kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Hi,

There is no video footage recorded.

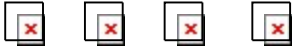
Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 11 June 2024 4:39 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Importance: High

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

Please forward us with the supporting evidence, eg: front and rear view of the video footage to better review.

Regards,

Jenny Lew

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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: Jenny Lew

Sent: Tuesday, June 11, 2024 4:34 PM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Hi LKK

Pls assist.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>
Sent: Tuesday, June 11, 2024 2:58 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

[Confidential]

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[Confidential]

Hi ,

Please advice on repair authorization.

Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | HP +65 94492707



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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: 10 June 2024 10:52 AM

To: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

You don't often get email from jenny.lew@sg.cntaiping.com. [Learn why this is important](#)

[Confidential]

Without Prejudice

Dear Sir / Madam,

We will be appointing **M/s LKK AUTO CONSULTANTS PTE LTD** to conduct the pre-repair survey (PRS) on your client's vehicle.

We seek your cooperation to arrange the vehicle readily for dismantling with repair estimates during the pre-repair survey.

Aside to LKK,

Please arrange and survey the vehicle.

Regards,

Jenny Lew

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>

Sent: Thursday, June 6, 2024 5:33 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: ESPL Claims Admin <claims.espl@eurokars.com.sg>; Jerome Tan ZL <jerome.tan.zl@eurokars.com.sg>; Joseph Tee YS <joseph.tee.ys@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Kanageshvaran Supramaniam <kanageshvaran@eurokars.com.sg>; Muhammad Nur Faiz Bin Sanat <faiz.sanat@porsche.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

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Hi Jenny Lew,

For the survey assessment, please assign to Mohammed Rasul Bin Mohd Yunus (LKK).
The car grounded here, please arrange survey ASAP.

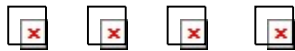
Thank you,

Best Regards,

Ahmad Faisal Bin Hamid (Mr)
Insurance Claim Officer | Body & Paint



27A Tanjong Penjuru Singapore 609042
Tel. +65 6331 0680 | | HP +65 94492707



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From: donotreply.claims@sg.cntaiping.com <donotreply.claims@sg.cntaiping.com>

Sent: 06 June 2024 5:20 PM

To: jenny.lew@sg.cntaiping.com; Ahmad Faisal Bin Hamid <faisal.hamid@eurokars.com.sg>; ESPL Claims Admin <claims.espl@eurokars.com.sg>

Subject: PRE-REPAIR SURVEY-Our Ref: SNM24D203313/XE3329Y/C02/LEWLC & Your Ref: SMH7750B

Dear Sir/Madam,

The attached letter is for your information and necessary action.

Please contact the officer-in-charge in our letter attached your follow up. No hardcopy letter(s) will be sent to you.

If you have any enquiries, you may email us at claimsdept@sg.cntaiping.com.

Please do not reply to this email.

Best regards,

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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