

Veron Chen (LKKAUTO)

From: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: Wednesday, 18 September 2024 9:48 AM
To: Kerlyn Ong; SUR; assignments
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

[Confidential]

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

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

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From: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Wednesday, 18 September 2024 9:10 am
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

[Confidential]

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[Confidential]

Dear Jenny,

Please refer to attachment.

Do confirm if you received?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

From: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, September 17, 2024 5:34 PM
To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

We refer to the above.

Please assist to furnish us with your client's video evidence, witness, scene photos to better review the matter.

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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Sent: Tuesday, 17 September 2024 8:31 am

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

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

[Confidential]

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[Confidential]

Dear Jenny,

Please advise on the liability?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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

Sent: Wednesday, September 4, 2024 2:00 PM

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

Insured lodged the accident report.

Please forward us with the video evidence to 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

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From: Jenny Lew (CTPIS)
Sent: Wednesday, September 4, 2024 10:13 AM
To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D
Importance: High

WITHOUT PREJUDICE

Dear Sirs/Madam

We are pending clarification from insured.

You may advise your client to claim OD 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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Wednesday, September 4, 2024 8:56 AM
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

[Confidential]

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[Confidential]

Dear Jenny,

Any update?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

From: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: Thursday, August 29, 2024 11:06 AM
To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D
Importance: High

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WITHOUT PREJUDICE

Dear Sirs/Madam

We are pending clarification from insured.

You may advise your client to claim OD if urgent, 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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Thursday, August 29, 2024 9:12 AM
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments

<assignments@lkkauto.com>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

Morning Jenny,

Any update on the liability?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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

Sent: Thursday, August 15, 2024 5:38 PM

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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WITHOUT PREJUDICE

Dear Sirs/Madam

We are pending clarification from insured.

You may advise your client to claim OD if urgent, 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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Sent: Tuesday, August 13, 2024 8:56 AM

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

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

Dear Jenny,

Please advise if your insured reported?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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

Sent: Thursday, August 1, 2024 10:44 AM

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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WITHOUT PREJUDICE

Dear Sirs/Madam

Please be informed that insured yet to lodge report.

You may advise your client to claim OD 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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Thursday, August 1, 2024 10:14 AM
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

Dear Officer,

Any update if your insured reported?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

From: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: Friday, July 26, 2024 12:06 PM
To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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WITHOUT PREJUDICE

Dear Sirs/Madam

Please be informed that insured yet to lodge report.

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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>
Sent: Thursday, July 25, 2024 8:38 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

Dear Jenny,

Any update if your insured reported?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272

Website: www.mercedes-benz.com.sg

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

Sent: Thursday, July 11, 2024 10:00 AM

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

Please be informed that insured yet to lodge report.

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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Sent: Thursday, July 11, 2024 8:52 AM

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

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

[Confidential]

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[Confidential]

Dear Officer,

Please advise on the liability?

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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

Sent: Wednesday, June 26, 2024 2:44 PM

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[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.
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: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Sent: Wednesday, June 26, 2024 9:57 AM

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

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

[Confidential]

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[Confidential]

Hi,

We choose LKK Rasul

Thank You.

Your Sincerely,

Kerlyn Ong
Service Advisor - Body Care & Repair
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Mobile: 91865113 | DID: 67714420 | Fax: 68721272
Website: www.mercedes-benz.com.sg

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

Sent: Wednesday, June 26, 2024 9:44 AM

To: Kerlyn Ong <kerlyn.ong@cyclecarriage.com.sg>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

Please let us have the choice of surveyor.

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: [donotreply.claims](mailto:donotreply.claims@sg.cntaiping.com) <donotreply.claims@sg.cntaiping.com>

Sent: Monday, June 24, 2024 2:09 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; kerlyn.ong@cyclecarriage.com.sg

Subject: PRE-REPAIR SURVEY-Our Ref: SNM24D203608/SLX3193M/C02/LEWLC & Your Ref: SBP288D

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

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

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

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