

## Veron Chen (LKKAUTO)

---

**From:** Rasul (LKKAUTO)  
**Sent:** Wednesday, 28 August 2024 12:05 PM  
**To:** keong@mova.com.sg  
**Cc:** Veron Chen (LKKAUTO)  
**Subject:** Re: PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

Hi Keong,

We will be advising our principal a cost of repair L/S \$3,450.00 /- with 06 days of repair before GST, subject to their approval.

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

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

*Save the Earth. Print only when necessary.*

---

**From:** keong@mova.com.sg <keong@mova.com.sg>  
**Sent:** Monday, 26 August 2024 6:44 pm  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; nitha@mova.com.sg <nitha@mova.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

Dear Rasul

Attached Finalise Report and photo. COR \$3450.00 and 6 days. Please have your confirmation. Thank you.

Best Regards,

Goh Chai Hock (Keong)

Claims Estimator

Mova Automotive Pte Ltd

HP : 96510098

Tel: 6272 3892 Fax: 6270 8314



This message is confidential and is for the use of the intended recipient only. If you have received this message in error, please do not copy, disclose or use its content. We would be grateful if you would notify us by email and delete the original transmission and any attachment from your system. Any attachment to this e-mail may contain software viruses that could damage your computer system. Although we will take reasonable precaution to minimize this risk, we do not accept any liability resulting from software viruses. Please carry out your own virus checks before opening any attachment.

---

**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Monday, August 26, 2024 4:37 PM  
**To:** nitha@mova.com.sg; Keong <keong@mova.com.sg>  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

Dear Nitha/Ah Keong,

WITHOUT PREJUDICE

Kindly advise vehicle status.

If vehicle has been repaired, please finalize with us.

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) fax:6256-4315

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

---

**From:** Phoebe Xie <[phoebe.xie@sg.cntaiping.com](mailto:phoebe.xie@sg.cntaiping.com)>

**Sent:** Tuesday, July 23, 2024 4:26 PM

**To:** [nitha@nova.com.sg](mailto:nitha@nova.com.sg)

**Cc:** [keong@nova.com.sg](mailto:keong@nova.com.sg); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

[Internal]

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.

---

**From:** [nitha@mov.com.sg](mailto:nitha@mov.com.sg) <[nitha@mov.com.sg](mailto:nitha@mov.com.sg)>  
**Sent:** Monday, July 22, 2024 2:28 PM  
**To:** Phoebe Xie <[phoebe.xie@sg.cntaiping.com](mailto:phoebe.xie@sg.cntaiping.com)>  
**Cc:** [keong@mov.com.sg](mailto:keong@mov.com.sg); 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

**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 Phoebe,

Kindly assist to revert on the liability.

Best Regards,

*Nitha*

Claims Officer  
Mova Automotive Pte Ltd  
Tel: 6272 3892 Fax: 6270 8314



---

**From:** [nitha@mov.com.sg](mailto:nitha@mov.com.sg) <[nitha@mov.com.sg](mailto:nitha@mov.com.sg)>  
**Sent:** Thursday, July 18, 2024 4:21 PM  
**To:** 'Phoebe Xie' <[phoebe.xie@sg.cntaiping.com](mailto:phoebe.xie@sg.cntaiping.com)>; 'keong@mov.com.sg' <[keong@mov.com.sg](mailto:keong@mov.com.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: \*\*\*SPAM\*\*\* PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

Dear Phoebe,

Kindly advise on the liability,

Best Regards,

*Nitha*

Claims Officer  
Mova Automotive Pte Ltd  
Tel: 6272 3892 Fax: 6270 8314



---

**From:** Phoebe Xie <[phoebe.xie@sg.cntaiping.com](mailto:phoebe.xie@sg.cntaiping.com)>

**Sent:** Wednesday, July 17, 2024 5:29 PM

**To:** [nitha@mov.com.sg](mailto:nitha@mov.com.sg); [keong@mov.com.sg](mailto:keong@mov.com.sg); 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: \*\*\*SPAM\*\*\* PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

[Internal]

Dear LKK,

Please survey vehicle.

Thank you

**Phoebe Xie**

Assistant Manager, Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

---

**From:** [nitha@mov.com.sg](mailto:nitha@mov.com.sg) <[nitha@mov.com.sg](mailto:nitha@mov.com.sg)>

**Sent:** Tuesday, July 16, 2024 10:23 AM

**To:** donotreply.claims <[donotreply.claims@sg.cntaiping.com](mailto:donotreply.claims@sg.cntaiping.com)>; Phoebe Xie <[phoebe.xie@sg.cntaiping.com](mailto:phoebe.xie@sg.cntaiping.com)>; [keong@mov.com.sg](mailto:keong@mov.com.sg)

**Subject:** RE: \*\*\*SPAM\*\*\* PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

**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 All,

Kindly assign LKK.

Best Regards,

*Nitha*

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



---

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

**Sent:** Monday, July 15, 2024 3:52 PM

**To:** [phoebe.xie@sg.cntaiping.com](mailto:phoebe.xie@sg.cntaiping.com); [nitha@mov.com.sg](mailto:nitha@mov.com.sg); [keong@mov.com.sg](mailto:keong@mov.com.sg)

**Subject:** \*\*\*SPAM\*\*\* PRE-REPAIR SURVEY-Our Ref: SNM24D204002/XE8496P/C02/XIEXJ & Your Ref: SNG2388R

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](mailto: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](http://www.sg.cntaiping.com)

**FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/)

**WeChat:**

太平獅城 Taiping SG

**Disclaimer:** This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.