

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Monday, 29 July 2024 3:34 PM
To: Cecilia Lee (CTPIS); SUR
Cc: Claims Dept of CTI; Bryan Ang (LKKAuto)
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Cecilia,

Repairer request to repair the vehicle CB 7426M at repair cost not more than \$49,994.21 (Revised Estimate \$13,907.21 + Check items \$36,087.00) inclusive of supplementary on Lump Sum basis.

For your approval.

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: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>
Sent: Friday, July 26, 2024 2:08 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

Hi Shiau Chan

OD mandate:

Revised Estimate \$13,907.21 + Check items \$36,087.00.

No supplementary parts allowed.

Thanks & Best Regards,

Cecilia Lee

Claims Department

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.

From: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, July 25, 2024 12:08 PM
To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

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.

[Confidential]

Dear Cecilia,

Enclosed herewith 2nd preliminary advice of CB 7426M.
The vehicle repair on part by part basis due to no 2nd hand parts available.

We have not authorise repair.

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: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>
Sent: Thursday, July 25, 2024 10:28 AM
To: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847
Importance: High

[Confidential]

Hi Shiao Chan

Noted that Ding Auto had forwarded you the purchase invoice.

Please forward us a copy of purchase invoice and market value.

Thanks & Best Regards,

Cecilia Lee
Claims Department

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.

From: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, July 23, 2024 10:50 AM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

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.

[Confidential]

Dear Cecilia,

Thank you for the email.

We will check the matter with repairer.

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, July 23, 2024 10:37 AM
To: Shiao Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

Hi Shiao Chan

I have spoken to insured for the purchase invoice.

He'll email to Ding Auto, please follow up with the repairer.

Thanks & Best Regards,
Cecilia Lee
Claims Department

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.

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, July 22, 2024 2:26 PM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

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.

[Confidential]

Dear Cecilia,

Please be informed that we are pending some document from repairer.

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Monday, July 22, 2024 12:15 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

Hi Shiau Chan

Any update on MV?

Thanks & Best Regards,
Cecilia Lee
Claims Department

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.

From: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Sent: Friday, July 19, 2024 4:29 PM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

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.

[Confidential]

Hi SC

Get surveyor to review the MV.

This bus is under public service bus. No COE paid. LTA rebate is zero.

Have to obtain the purchase cost of the bus. MV should be under straight line depreciation.

Best Regards,
Bryan Ang
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | email: bryanang@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Friday, July 19, 2024 4:02 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

Hi Shiau Chan

Please confirm the Market Value \$66K?

This is 2014 vehicle.

Thanks & Best Regards,
Cecilia Lee
Claims Department

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.

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, July 19, 2024 2:49 PM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

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.

[Confidential]

Dear Cecilia,

Enclosed herewith preliminary advice of CB 7426M.
The vehicle repair on part by part basis due to no 2nd hand parts available.

We have not authorise 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: Rajes (LKK Auto) <rajes@lkkauto.com>
Sent: Thursday, July 18, 2024 11:13 AM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

Dear Cecilia,

Thank you for the assignment.

Please be informed that **Ms. Shiau Chan** is the handler of this case who can be contacted at 6256 3561/

siewsc@lkkauto.com

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Thursday, July 18, 2024 9:18 AM

To: Lynn Yap (Ding Auto) <Claims@dingauto.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Eddie Sim <eddie.sim@sg.cntaiping.com>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>

Subject: RE: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

[Confidential]

Without Prejudice

Dear Sir/Madam

We will arrange survey on without prejudice basis.

Dear LKK

Please arrange to survey the vehicle: CB7426M

Workshop: DING AUTO PTE LTD

DOA: 04/07/2024 09:15

Excess: \$2000

OSP: No

VDL: Yes

Best Regards,

Cecilia Lee

Claims Department

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.

From: Lynn Yap (Ding Auto) <Claims@dingauto.sg>

Sent: Wednesday, July 17, 2024 5:37 PM

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Kenneth Ding <kenneth.ding@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Jun Kai (Ding Auto - Carros Branch) <carros.workshop@dingauto.sg>; Mr Tan (Ding Auto - Carros Branch) <consultant@dingauto.sg>

Subject: OD CLAIM: CB7426M / DOA: 04/07/2024 - PENDING VEHICLE SURVEY & APPROVAL / YOUR REF: SNM24D203847

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 Cecilia,

Attached are the GIA report, Audatex Repair Estimate, and Accident Photos for your review and approval.

The vehicle has been grounded in our workshop since 16 July 2024.
Our workshop's address is as follows:

Ding Auto Pte Ltd (Northwest Branch)

60 Jalan Lam Huat
#06-46/47 Carros Centre
Singapore 737869

We kindly request your assistance in arranging a vehicle survey at your earliest convenience to prevent any delays in approval or repair.

We await your prompt response. Thank you.

Best Regards,

Lynn Yap
Claims Department

Mobile +65 9385 8368 Office +65 6993 7808

Web www.dingauto.sg Email claims@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