

Veron Chen (LKKAUTO)

From: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Sent: Thursday, 20 February 2020 3:21 PM
To: Chong Boon Sen; Chee So Chow; ben.tang@sg.cntaiping.com; 'claimsdept@sg.cntaiping.com'
Cc: Veron Chen (LKKAUTO); Rasul (LKKAUTO); Admin A; Andre Chow En De; Loi Ai Ting; Jojo Cheng; Coco Lu Ting
Subject: RE: YOUR REF: SGW2338J / OUR REF: SNM18D01379C02

Dear Sir/Mada,

CAN SOMEBODY HAVE THE COURTESY TO REPLY THIS EMAIL !!!

This is a long pending case, can we have your re-offer.

Thank you for understanding.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Andre Chow En De
Sent: Tuesday, November 26, 2019 9:16 AM
To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: 'claimsdept@sg.cntaiping.com' <claimsdept@sg.cntaiping.com>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: RE: YOUR REF: SGW2338J / OUR REF: SNM18D01379C02
Importance: High

Hi Boon Sen,

Thanks for taking my call earlier.

Do let us have an offer for settlement.

Regards
Andre

From: Songcuan JR Lauro Araos
Sent: Saturday, 16 November 2019 2:37 PM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: 'claimsdept@sg.cntaiping.com' <claimsdept@sg.cntaiping.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: FW: YOUR REF: SGW2338J / OUR REF: SNM18D01379C02

Dear Sir,

Can we have your re-offer for this case, my accounts is already chasing for the payment.

Appreciate your understanding on this matter.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Songcuan JR Lauro Araos
Sent: Friday, October 18, 2019 11:23 AM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>
Subject: RE: YOUR REF: SGW2338J / OUR REF: SNM18D01379C02

Dear Chong Boon Seng,

Pls. refer to letter of correspondence attached dated form 14/03/2018 to 12/04/2018.

Hope this will clarify the matter.

Thanks

Best regards,

Larry Songcuan
Customer Service

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Chong Boon Sen [<mailto:boonsen.chong@sg.cntaiping.com>]

Sent: 24 September 2019 10:25

To: Songcuan JR Lauro Araos

Cc: Loi Ai Ting; Cheng Jo Jo; Coco Lu Ting; Andre Chow En De

Subject: RE: YOUR REF: SGW2338J / OUR REF: SNM18D01379C02

This email was sent from outside of your organisation

Without prejudice

Dear Sir,

Note you contest for 1 more day for PRI loss.

Appreciate you can provide correspondence for PRI so that I can check if there is 1 day PRI loss to further consider.

Chong Boon Sen

Claims Executive
Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG 3 Anson
Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

From: Songcuan JR Lauro Araos [<mailto:lauro.songcuan@cyclecarriage.com.sg>]

Sent: Tuesday, March 19, 2019 12:11 PM

To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Cc: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Cheng Jo Jo <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>

Subject: RE: YOUR REF: SGW2338J / OUR REF: SNM18D01379C02

Dear Sir/Madam,

We do not accept your offer of \$ 2,416.40

Date of accident	14/03/2018
Date of survey	17/04/2018 @ 17:00 hrs.
Start of repair	18/04/2018
Repair completed	24/04/2018

The survey was delayed for 1 day, kindly increase your offer for LOR to 4 days.

Furthermore, our client's vehicle is a KIA Sorento 2.2 cc and he rented a vehicle of the same. We revised the rental rate to \$ 160.50 per day.

Our revised claim as follows:

Cost of repair	\$ 2,054.40
Loss of rental	\$ 642.00 (\$160.50 x 4 days)
GIA search fee	\$ 2.00
<hr/>	
Total	\$ 2,698.40

Hope that you find our counter proposal as fair and reasonable.
Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Chong Boon Sen [<mailto:boonsen.chong@sg.cntaiping.com>]
Sent: Monday, 25 February, 2019 9:50 AM
To: Andre Chow En De
Subject: YOUR REF: SGW2338J / OUR REF: SNM18D01379C02

Without Prejudice

Dear Sir,

Pls find our offer:

COR: \$2054.40
LOR: \$360
GIA: \$2

Total: \$2416.40

We will process payment once signed DV is received.

Regards,
Chong Boon Sen
Claims Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower

Singapore 079909
Co. Reg. No. 200208384E
DID: 63896171
Fax: 62247175
Email: boonsen.chong@sg.cntaiping.com
Website: www.sg.cntaiping.com

Disclaimer :

This message is confidential; its contents do not constitute a commitment by China Taiping Insurance (Singapore) Pte. Ltd. except where provided for in a written agreement between you and China Taiping Insurance (Singapore) Pte. Ltd. Any unauthorized disclosure, use or dissemination, either in whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.