

Veron Chen (LKKAuto)

From: Bryan Ang (LKKAuto)
Sent: Wednesday, 1 July 2020 11:35 AM
To: Veron Chen (LKKAuto)
Subject: RE: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02

Okie send out this

Please note that the vehicle SLX 8977K is a hybrid sports car and it is different from our normal petrol cars as it runs fully on electric, which means the process to repair the car is more tedious , furthermore , due to the severe damage to the car, it takes longer time to repair it.

Firstly, the repairer needs time to dismantle and check the parts one by one due to the complexity that the car was being built. Therefore they need time from the first inspection on November 2018 to March 2019 to go through the parts and manual that needs to be ordered. If any mistakes in ordering the parts, it will prolong the repair.

Secondly, repairer have to source out for suppliers. As locally, suppliers do not keep stock as this vehicle BMW i8 is a rare model with not many units in the local market. Hence the majority of the parts needs to be ordered overseas.

Thirdly, after they have indent the parts , only then will the factory produce/make these parts that was ordered.

These indent parts are essential and needed by the repairer to complete the repair work for this car.

Due to the complexity of the repair work, sourcing for suppliers, time needed to indent and wait for the parts to be produced, we are of the opinion that 192 days is reasonable.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Tuesday, 30 June 2020 1:50 PM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: FW: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02

Hi Bryan,

Taufikh reply email as below.

Please go through.

From: Taufikh (LKKAuto)
Sent: Tuesday, 30 June 2020 1:47 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02

Hi Veron,

My reply;

Please take note that the car is a hybrid sports car and it is different from our normal petrol cars as it runs fully on electric, which means the process to repair the car is more tedious, furthermore, due to the severe damage to the car, it takes longer time to repair it.

Firstly, the repairer needs time to dismantle and check the parts one by one due to the complexity that the car was being built. Therefore they need time from the first inspection on November 2018 to March 2019 to go through the parts and manual that needs to be ordered. If any mistakes in ordering the parts, it will prolong the repair.

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Thirdly, after they have indent the parts, only then will the factory produce/make these parts that was ordered.

These indent parts are essential and needed by the repairer to complete the repair work for this car.

Due to the complexity of the repair work, sourcing for suppliers, time needed to indent and wait for the parts to be produced, we are of the opinion that 192 days is reasonable.

Regards
Taufikh

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: Tuesday, 23 June 2020 5:47 PM
To: Pauline Tham; Bryan Ang (LKKAUTO); Taufikh (LKKAUTO)
Cc: SUR
Subject: RE: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02

Dear Pauline,

Thank you for the email.

Dear Taufikh,

Please kindly assist.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,
Veron Chen | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]
Sent: Tuesday, 23 June 2020 5:40 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02
Importance: High

Dear Bryan/Veron,

Third party is claiming loss of use as follows :

Loss of Use (\$250x7 months) \$52,500.00
(18 repair days + 192 days for indent parts)

The accident was in 13/10/2018, inspection date was 1/11/2018.

We noted from the sale invoice that they only start ordering in March 2019.

LKK reinspection base on merimen photos upload is on 15/8/2019

We attached workshop ordering invoice and receipt for your advice.

1. Are the indent part required for the repair
2. Is the 192 days for indent of parts reasonable.

Hope to hear from you soon.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted

Thanks.

Pauline Tham
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | 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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Friday, June 19, 2020 4:56 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>

Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02

Dear Pauline,

Market Value \$295,000.00 (est)

LTA \$179,264.00

Nett Value \$115,736.00

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto)

Sent: Friday, 19 June 2020 4:47 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>

Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02

Dear Pauline,

Noted.

Dear Veron,

Please assist

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Friday, 19 June 2020 4:43 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: slx8977k - doa 13/10/2018, Oref : SNM18D04905/c02

HI Denise

Your ref should be SLX8977K.

Thanks.

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Thanks.

Pauline Tham

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | 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: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Friday, June 19, 2020 4:06 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SKZ8200U - doa 13/10/2018, Oref : SNM18D04905/c02

Dear Pauline,

Please clarify on the vehicle no. for SKZ 8200U and your ref.

Our record shows TP is SLX8977K, SKZ8200U is your insured,

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6271-0351 | email: sur@lkkauto.com | fax: 6271-8802

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Friday, 19 June 2020 3:50 PM
To: SUR <sur@lkkauto.com>
Cc: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: SKZ8200U - doa 13/10/2018, Oref : SNM18D04905/c02
Importance: High

Hi LKK

We would like to check the market value for SKZ8200U at the time of accident.

Do you still have the COE/PArf for accident dated 13/10/2018.

Please reply urgently.

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Thanks.

Pauline Tham
Senior Executive

Claims Department

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