

Veron Chen (LKKAuto)

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 12 December 2018 4:30 PM
To: 'Elaine Cheong'; SUR; Admin A
Cc: 'Claims Dept of CTI'; 'Irene Tay'; Admin A; assignments; Claims
Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018
Attachments: SAftersales18121216290.pdf

Dear OIC from LKK,

We propose direct settlement subject to the following:-

- **Consistency of damages**
- **LKK Auto's recommendation / findings**
- **Provide supporting documents**

Kindly provide me the answer for the above points.

Aside to Elaine,

Please refer to the above attached for the marked estimate by LKK.

Best Regards,
James Tan
Claims Advisor

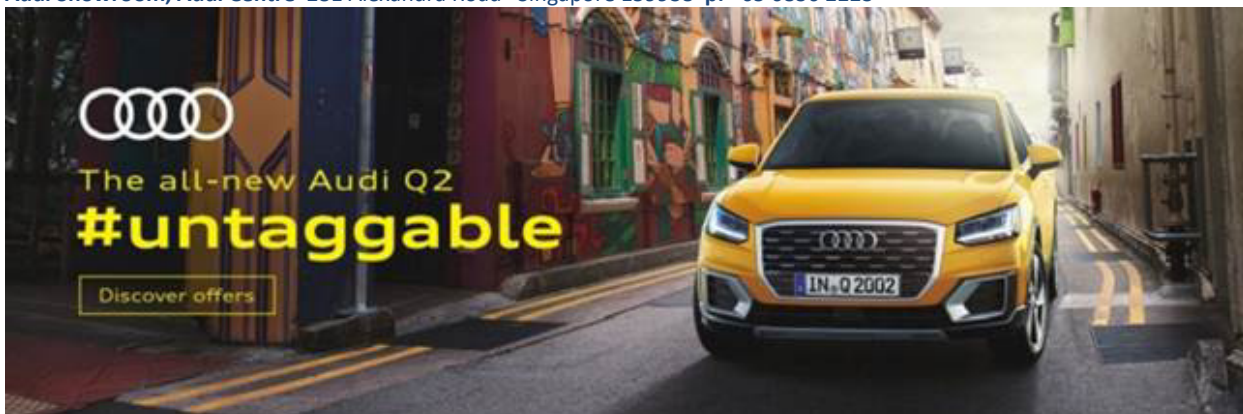
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Elaine Cheong [mailto:elaine.cheong@sg.cntaiping.com]
Sent: Wednesday, 12 December, 2018 4:08 PM
To: Claims <claims@premiumauto.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

WITHOUT PREJUDICE

Dear James,

I have already replied you on 27.11.18. Please see below.

We propose direct settlement subject to the following:-

- **Consistency of damages**
- **LKK Auto's recommendation / findings**
- **Provide supporting documents**

Regards,

Elaine Cheong
Executive (Motor Claims)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower
Singapore 079909
Co. Reg. No. 200208384E
DID: 6389 6530
Fax: 6224 7478 / 6224 7175
Email: elaine.cheong@sg.cntaiping.com
Website: www.sg.cntaiping.com



From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Wednesday, 12 December, 2018 2:42 PM
To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Elaine,

It's been a week from my last email and I did not hear anything from you.
Kindly advise on liability asap.
For a straight forward accident and it has to take 1 month plus to comment on liability.
If we still do not have any replies from you, my client will take his own action against your insured.
Thanks.

Best Regards,
James Tan

Claims Advisor

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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 5 December, 2018 10:26 AM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>; 'Irene Tay' <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Elaine,

We are unable to reduce the repair cost as it is the standard repair procedure from Audi.

We follow protocol on repairing our clients cars.

The estimate being survey by Adrian (LKK) will be final.

Please kindly advise on liability clearance before my clients take action.

Thanks.

Best Regards,

James Tan

Claims Advisor

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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]

Sent: Tuesday, 27 November 2018 9:35 AM

To: Claims; Irene Tay; 'Admin A'; 'assignments'

Cc: Claims Dept of CTI

Subject: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

WITHOUT PREJUDICE

Dear James,

We refer to your email of 27.11.18.

We propose direct settlement subject to the following:-

- Consistency of damages
- LKK Auto's recommendation / findings
- Provide supporting documents

Regards,

Elaine Cheong

Executive (Motor Claims)

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6530

Fax: 6224 7478 / 6224 7175

Email: elaine.cheong@sg.cntaiping.com

Website: www.sg.cntaiping.com



From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Tuesday, 27 November, 2018 9:15 AM

To: 'Claims' <claims@premiumauto.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; 'Claims' <claims@premiumauto.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear All,

I NEED AN ANSWER FROM YOU GUYS

I NEED LIABILITY FOR THIS CASE. WHY IS IT TAKING SO LONG TO EVEN REPLY AND GIVING LIABILITY?

MY CLIENT TELLING ME IF BY TODAY THERE'S NO NEWS FROM YOU, HE WILL ESCALATE THE CASE IN HIS OWN HAND.

I SIMPLY CAN'T BELIEVE THIS IS HOW CHINA TAIPING DO THEIR WORK. SORRY TO SAY THAT BUT IT IS REALLY RIDICULOUS.

Best Regards,

James Tan

Claims Advisor

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http://www.audi.com.sg/sea/brand/sg/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Monday, 19 November 2018 6:49 PM

To: 'Claims'; 'Irene Tay'; 'Admin A'; 'assignments'

Cc: 'Elaine Cheong'; 'Claims'

Subject: RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Irene,

Kindly advice on liability clearance.

Dear LKK,

May I know who is the OIC for this case.

Please advise.

Thanks.

Best Regards,

James Tan

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

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http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 14 November 2018 12:29 PM

To: 'Irene Tay'

Cc: assignments@lkkauto.com; 'Admin A'; 'Elaine Cheong'; 'Claims'

Subject: RE: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Irene,

Kindly advise on liability clearance.

Survey was done yesterday morning.

Thanks.

Best Regards,

James Tan

Claims Advisor

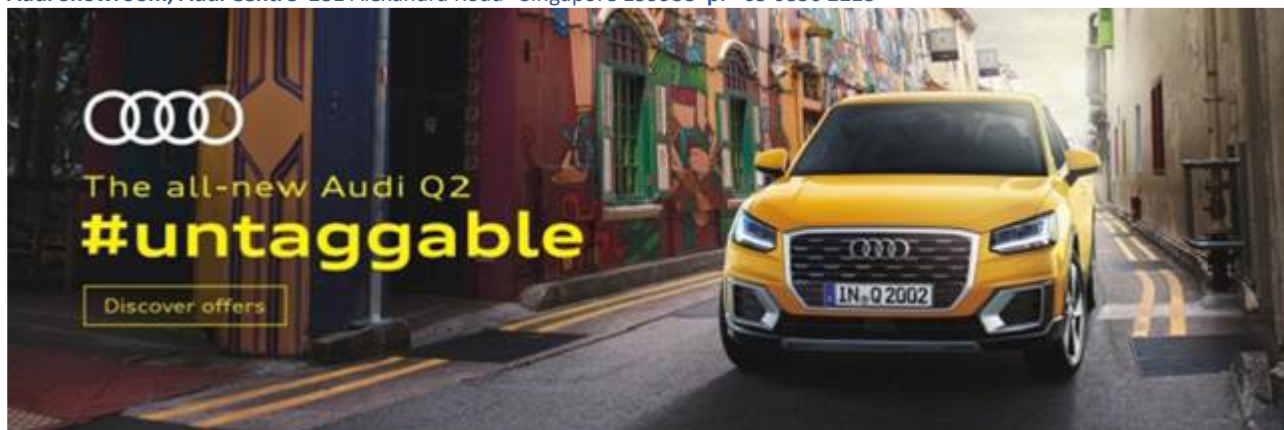
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http://www.audi.com.sg/sea/brand/sq/audi_promotions/promotions/car_promotions/new-audi-q2-2017.html

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From: Irene Tay [<mailto:irene.tay@sg.cntaiping.com>]

Sent: Monday, 12 November 2018 7:05 PM

To: Claims Dept

Cc: assignments@lkkauto.com; Admin A; Elaine Cheong

Subject: ***SPAM*** RE: CTP REF NO. SNM18D05230C02 PA REF NO. SME4578T - ACCIDENT INVOLVING SU88L AND SME4578T ON 03 NOVEMBER 2018

Dear Sir (James),

We refer to the above matter and our telephone conversation a moment ago.

We have informed LKK to liaise with you on the venue/date/time for PRS.

Aside to LKK;

Please liaise with James from Premium Auto without further delay.

Thank you.

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

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