

## Denise Tay (LKKAuto)

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**From:** Denise Tay (LKKAuto)  
**Sent:** Thursday, 25 June 2020 10:40 AM  
**To:** Adeline Chng; SUR  
**Cc:** assignments; Admin-D (LKKAuto); Pauline Tham  
**Subject:** RE: check on repair cost - yref : SLG3721D - doa 10/1/2019, oref : SNM19D200227

Dear Adeline,

Our surveyor have reviewed the quote provided by third party and opine that the cost of repair \$827(before GST) quoted is fair and reasonable. The number of days should be 4.

**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](mailto:sur@lkkauto.com) | fax: 6271-8802

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

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** Wednesday, 24 June 2020 10:54 PM  
**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Subject:** RE: check on repair cost - yref : SLG3721D - doa 10/1/2019, oref : SNM19D200227

Dear LKK

Any update? Kindly advice.

### **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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). . Any inconvenience caused is much regretted.

Thank you.

**Adeline Chng**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | F: (65) 6225 5879

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**From:** Pauline Tham  
**Sent:** Friday, 19 June 2020 9:05 AM  
**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'Summer Lee (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** check on repair cost - yref : SLG3721D - doa 10/1/2019, oref : SNM19D200227

Hi LKK

Third party quoted us repair cost \$827.00 (before gst), 11 days for repair

Would like to check if there are change to your survey report.

Survey report shows \$2173.72 (before gst).

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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

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**From:** Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>  
**Sent:** Friday, June 12, 2020 1:18 PM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Subject:** Re: YREF : PTE/SLG3721D/20190110/OD\_COR\_CASH-CL , OREF : SNM19D200227/C02

Without Prejudice

Dear Sir/Madam

*Attached invoice as requested.*

*Please let us have your reply/offer by email as we are currently deployed to work from home in view of the current COVID-19 situation in Singapore.*

Thank you.

Best Regards

Cecilia Lee

Claims Department | ComfortDelGro Engineering Pte Ltd



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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Wednesday, 3 June 2020 1:24 PM

**To:** Cecilia Lee Peng Geok <[cecilialee@sparkcarcare.com](mailto:cecilialee@sparkcarcare.com)>

**Subject:** YREF : PTE/SLG3721D/20190110/OD\_COR\_CASH-CL , OREF : SNM19D200227/C02

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**Without Prejudice**

Dear Cecilia

Please let us have the invoice.

We would also like to check if there are any scene photographs or video footage for the accident, please let us have the copies if any.

Please hold hands while we wait for your document.

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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

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