

Veron Chen (LKKAUTO)

From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Sent: Thursday, 20 February 2020 3:28 PM
To: Songcuan JR Lauro Araos
Cc: Veron Chen (LKKAUTO); Rasul (LKKAUTO); SUR; Admin A; Andre Chow En De; Loi Ai Ting; Coco Lu Ting; Chong Boon Sen
Subject: Re: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Without Prejudice

Dear Sir,

we have once again asked insured do reporting.

will follow up with ANR letter as usual. we keep in touch.

Thank you.

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: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Sent: Thursday, February 20, 2020 3:20 PM
To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: Re: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Without Prejudice

Dear Sir,

insured yet to report unfortunately. you may ask your client to claim OD. meanwhile we will follow up on insured to do reporting.

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: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Sent: Thursday, February 20, 2020 3:16 PM
To: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: Re: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Without Prejudice

Dear Sir,

sorry for the delay in response.

get back to you shortly.

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 <lauro.songcuan@cyclecarriage.com.sg>
Sent: Thursday, February 20, 2020 2:55 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Ben Tang <Ben.Tang@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: FW: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Dear Sir/Madam,

CAN SOMEBODY HAVE THE COURTESY OF REPLYING TO THIS EMAIL !!!

This is a long pending case, can we have your offer of settlement.

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: Songcuan JR Lauro Araos
Sent: Wednesday, November 20, 2019 10:51 AM
To: ben.tang@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: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Dear Sir,

Can help to give us offer of settlement for this case.

Appreciate your kind assistance 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: Saturday, November 16, 2019 2:23 PM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; claimsdept@sg.cntaiping.com
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.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: RE: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Dear Sir/Madam,

Any issues with this claim, pls. let us know so can work it out.

If there is no issue, can we have your offer of settlement, my accounts is already chasing for the payment.

Pls. let us have your reply the soonest.

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 11:30 AM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: 'claimsdept@sg.cntaiping.com' <claimsdept@sg.cntaiping.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.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: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Dear Sir,

It's over 5 months now and this case still pending in the air.

Can we have your offer of settlement, my accounts is already chasing for the payment.

Appreciate your kind attention and assistance on this matter.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339



From: Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]

Sent: 16 September 2019 16:03

To: Chong Boon Sen; Chee So Chow; Songcuan JR Lauro Araos

Subject: FW: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

This email was sent from outside of your organisation

Dear Boon Sen,

Fya

Regards,

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

T: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Monday, 16 September, 2019 3:33 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Cheng Jo Jo <jojo.cheng@cyclecarriage.com.sg>

Subject: FW: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Dear Sir/Madam,

Any issues with this claim? Can we have your offer of settlement, my accounts is already chasing for the payment.

Appreciate your attention and understanding on this matter.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

From: Songcuan JR Lauro Araos
Sent: 30 August 2019 10:14
To: 'claimsdept@sg.cntaiping.com'; irene.tay@sg.cntaiping.com
Cc: Andre Chow En De; Loi Ai Ting; Cheng Jo Jo
Subject: Your Ref: SNM19D200414 Our Ref: SLM2369M DOA: 19/01/2019

Dear Sir/Madam,

Pls. refer to attached LOD which was submitted to your office on 07th May 2019.

Our customer claims as follows:

Cost of repair	\$ 5,578.98	
Loss of rental	\$ 3,424.00	(\$171.20 x 20 days)
GIA search fee	\$ 2.00	

Total	\$ 9,004.98	

Appreciate if you could quantify your offer of settlement the soonest.

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

From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]
Sent: 12 April 2019 11:20
To: Songcuan JR Lauro Araos; Taufikh (LKKAUTO); SUR
Cc: Andre Chow En De; Loi Ai Ting; Cheng Jo Jo; Tay Jian Ye
Subject: RE: SLM2369M (KIA) - FINALIZE TP CLAIM

Dear Larry,

WITHOUT PREJUDICE

Confirm finalized amount of \$ **5,214.00** before Gst @ 5 working days.

Kindly send Final invoice and all supporting documents to CHINA TAIPING

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: Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>

Sent: Friday, 12 April 2019 9:57 AM

To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Cheng Jo Jo <jojo.cheng@cyclecarriage.com.sg>; Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>

Subject: SLM2369M (KIA) - FINALIZE TP CLAIM

Dear Sir/Madam,

Pls. refer to attached files and photos.

Kindly confirm finalized amount of \$ **5,214.00** before Gst for SLM2369M.

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

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.

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.