

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 18 November 2019 4:36 pm  
**To:** Chee So Chow  
**Cc:** Eddie Sim; SUR; Chong Boon Sen; Alfred Toh  
**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Hi So chow,

As spoken, re-confirm excess figure is \$ 1,500/- before GST.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Monday, 18 November 2019 4:29 pm  
**To:** Chee So Chow <sochow.chee@sg.cntaiping.com>  
**Cc:** Eddie Sim <eddie.sim@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Hi So chow,

As spoken, Excess maintain at \$ 1,000/-.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Monday, 18 November 2019 3:12 pm  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Hi So chow,

Kindly confirm whether the excess still maintain at \$ 1,000/-?

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Sent:** Monday, 18 November 2019 12:19 pm  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Dear Shirley

Please proceed with the repair of SGM3813A by Carfeels Pte Ltd.

Regards

**Chee So Chow (Ms)**

Deputy Manager  
Claims Department

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6176 | F: (65) 6224 7175 / (65) 6224 7478

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]  
**Sent:** Monday, November 18, 2019 11:55 AM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Hi So Chow,

Enclosed undertaking letter signed by insured.

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
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---

**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Wednesday, 6 November 2019 2:56 pm  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Dear So Chow,

Noted. We will update you once done.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Sent:** Wednesday, 6 November 2019 2:21 pm  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Chong Boon Sen

<[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Dear Shirley

Herewith the undertaking letter to insured.

Please assist to vet through especially the amount of repair.

If in order, kindly forward the letter to our policy holder to sign before authorize repair.

Thank you.

**Chee So Chow (Ms)**

Deputy Manager  
Claims Department

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909  
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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

**Sent:** Thursday, October 17, 2019 2:50 PM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Dear So Chow,

We refer to your below email above matter.

The estimates amount \$ 30K we had liaised with Eddie, according to our surveyor, it is fair and reasonable.

Enclosed undertaking letter for workshop to sign.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

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**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Sent:** Monday, 14 October 2019 12:26 pm

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>

**Subject:** FW: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A (OUR REF:SNM19D202716)

Dear Veron

Please see the attached estimates put up by Insured's preferred workshop. Your surveyor has seen this vehicle at Lai Huat. Lai Huat has given up their chance to repair this vehicle.

Please go through the estimates and liaise with Eddie first.

Can let us see the undertaking letter for workshop to sign?

**Chee So Chow (Ms)**

Deputy Manager

Claims Department

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6176 | F: (65) 6224 7175 / (65) 6224 7478

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**From:** Jeff Pang [<mailto:jeffpang3813@gmail.com>]

**Sent:** Wednesday, October 2, 2019 1:33 PM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Subject:** Re: FW: Claim for Policy No: DMPCSN1760351801 - SGM3813A

Hi Mr Chee

Got it. Attached quotation.

Thanks, Jeff

On Thu, 26 Sep 2019, 10:21 Jeff Pang, <[jeffpang3813@gmail.com](mailto:jeffpang3813@gmail.com)> wrote:

Hi Mr Chee

Getting the workshop to expedite. Will get it to you asap.

Thanks, Jeff

On Thu, 26 Sep 2019, 10:19 Chee So Chow, <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)> wrote:

Hi Mr Pang

Please let us have the repair breakdown.

Regards

**Chee So Chow (Ms)**

Deputy Manager

Claims Department

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

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3 Anson Road #16-00 Springleaf Tower Singapore 079909

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**From:** Chee So Chow  
**Sent:** Monday, September 23, 2019 12:52 PM  
**To:** Jeff Pang <[jeffpang3813@gmail.com](mailto:jeffpang3813@gmail.com)>  
**Cc:** Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: Claim for Policy No: DMPCSN1760351801 - SGM3813A

Dear Mr Pang

Please advise your workshop to give us the repair breakdown of the quotation.

Upon receiving the repair breakdown, we shall forward to our surveyor for opinion.

Regards

**Chee So Chow (Ms)**

Deputy Manager

Claims Department

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

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**From:** Jeff Pang [<mailto:jeffpang3813@gmail.com>]  
**Sent:** Monday, September 23, 2019 11:24 AM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Subject:** Re: Claim for Policy No: DMPCSN1760351801 - SGM3813A

Hi Mr Chee

Attached is from my preferred workshop.

Thanks, Jeff

On Wed, 18 Sep 2019, 13:49 Jeff Pang, <[jeffpang3813@gmail.com](mailto:jeffpang3813@gmail.com)> wrote:

Hi Mr Chee

Noted. Will get it asap.

Thanks, Jeff

On Wed, 18 Sep 2019, 12:50 Chee So Chow, <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)> wrote:

Dear Mr Pang

Yes. Please forward us a quotation and we shall seek our surveyor's opinion.

Regards

**Chee So Chow (Ms)**

Deputy Manager

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909

Direct (65) 6389 6176

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Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

Website:[www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Jeff Pang [mailto:[jeffpang3813@gmail.com](mailto:jeffpang3813@gmail.com)]

**Sent:** Wednesday, September 18, 2019 12:39 PM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Subject:** Re: Claim for Policy No: DMPCSN1760351801 - SGM3813A

Hi Mr Chee

It's ok.

May I know what is required? A quotation from my preferred workshop with regards to the repairs to be done?

Regards, Jeff

On Wed, 18 Sep 2019, 11:55 Chee So Chow, <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)> wrote:

Dear Mr Pang

My apology for spelling your surname wrongly.

Regards

So Chow

---

**From:** Chee So Chow

**Sent:** Wednesday, September 18, 2019 11:41 AM

**To:** 'Jeff Pang' <[jeffpang3813@gmail.com](mailto:jeffpang3813@gmail.com)>

**Cc:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Eddie Sim <[eddie.sim@sg.cntaiping.com](mailto:eddie.sim@sg.cntaiping.com)>;  
'[sur@lkkauto.com](mailto:sur@lkkauto.com)' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; '[assignments@lkkauto.com](mailto:assignments@lkkauto.com)' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Claim for Policy No: DMPCSN1760351801 - SGM3813A

Dear Mr Png

We refer to your request dated 14 Sept 2019.

Please advise the repair cost that your preferred workshop is prepared to undertake.

Regards

**Chee So Chow (Ms)**

Deputy Manager

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909

Direct (65) 6389 6176

Fax (65) 6224 7175 / 6224 7478

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

Website:[www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Jeff Pang [<mailto:jeffpang3813@gmail.com>]

**Sent:** Monday, September 16, 2019 9:47 AM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Subject:** Re: Claim for Policy No: DMPCSN1760351801 - SGM3813A

Good Morning Mr Chee

In case this email was missed.

Cheers, Jeff

On Sat, 14 Sep 2019, 15:15 Jeff Pang, <[jeffpang3813@gmail.com](mailto:jeffpang3813@gmail.com)> wrote:

Hi Mr Chee

As spoken to Jason from Lai Huat (Meng Kee) Motor Pte Ltd, they are unable to undertake the repair of my vehicle SGM3813A due to the extensive damage and due to the unavailability of NEW and USED parts for my vehicle make.

As such I request to tow my car to my own workshop CARFEELS PTE LTD to do the repair works.

Please feel free to contact me if you need any further information or confirmation.

Thanks, Jeff Pang Seng Jian

HP: 97491898

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