

ASS. REC. BY:

REF:

CS/CTI 20064971 / f3

Special Instruction:

Surveyor:

ASSIGNMENT (Office)

From (Person):

Pauline Thom

of

CTI

Date/Time:

6.4.20 1348p.m

Estimated Cost:

Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

SLC 234J

Insured:

SKW 616J

at Workshop m/s

Advantage Vag

Tel:

97 98 1443 / 97 66 2383

of

48 Toh Guan Road East

Policy No:

DMPCSNW 000 11252000

Claim No:

SNM200 21657

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

17.3.20

CA / REV / REP. / REV 24 HRS

np

H.O.D. Endorsement:

Date/Time:

6/4/20 3.34p.m

Person Contacted:

Eric / Eugene

Vehicle IN/OUT

Date/Time

Action/Instruction (✓) Estimate

SLC 234J - CS/UDI 18015133 / TKD 352 DOA - 06/06/2018

SKW 616J - CS3/AXA 16001927 / kg2d1 - DOA 26/01/2016

4/9/2020

2.13p.m - check and get back.

18/9/2020

2.03p.m - Still need claim speak to Agen.

21/12/20

Temporary close, Email to Eric.

Oliver 18/12/2020

## ...CLAIM SUBFOLDER...(New Assignment)

### CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	06 Apr 2020		06 Apr 2020 13:48 <a href="#">Assign</a>				<b>New Assignment</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	<a href="#">Show All</a>
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#### CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured:	TAN HUEY JIUN			
Main Claimant:	SONG ZHIWEI, ID: S7887237C			
Vehicle Reg. No.:	SLC234J	Date of Loss:	17/03/2020 00:00 - :59	
Claim Type:	TP / SNM20D201657	Policy/Cover Note No.:	DMPCSNW00011252000	
Vehicle Reg. No. (Insured):	SKW616Y	Policy No. (Claimant):	MT/00613211	
		Excess:	S\$0.00	
Repairer:	Avantage Vag (HQ) 48 Toh Guan Road East, 608586 Jurong East - Tel:			
Handling Insurer:	China Taiping Insurance (Singapore) Pte. Ltd. (HQ) - Tel: 6389 6111 ... [Handled by Pauline Tham]			
Claimant's Insurer:	Direct Asia Insurance (Singapore) Pte Ltd (HQ) - Tel: 65322888			
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 16/04/2020]			

#### ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

#### ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## View Sent Message

This mail is associated with :

**\*SLC234J (SNM20D201657/C02/THAMYL)**  
**[SKW616Y]**

TP

SONG ZHIWEI

Mar 17 2020 12:00AM

[TAN HUEY JIUN]

Avantage Vag

[Resend](#)[View Recipients](#)[Print Message](#)[Delete Message](#)[Forward](#)

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on **02/12/2020 17:39 PM.**  
**To** pauline.tham@sg.cntaiping.com  
**CC** assignments@lkkauto.com  
**Subject** **RE: O/R : SNM20D201657/SKW616Y/PAULINE - TRAFFIC ACCIDENT DATED 17/03/2020 INVOLVING SLC234J AND YOUR INSURED SKW616Y**

Dear Sir/Mdm,

Please be informed that we are unable to conduct the inspection for SLC 234J after some attempts to inform the workshop to present the vehicle.

This case has been pending for a long time due to the unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.

Best Regards,

**Summer Lee** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

### DOCUMENTS SUMMARY

There are no documents.

## Summer Lee (LKK Auto)

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**From:** Summer Lee (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Wednesday, 2 December, 2020 5:38 PM  
**To:** 'Pauline Tham'  
**Cc:** 'Claims Dept of CTI'; 'SUR'; 'assignments@lkkauto.com'  
**Subject:** RE: O/R : SNM20D201657/SKW616Y/PAULINE - TRAFFIC ACCIDENT DATED 17/03/2020 INVOLVING SLC234J AND YOUR INSURED SKW616Y

Dear Sir/Mdm,

Please be informed that we are unable to conduct the inspection for SLC 234J after some attempts to inform the workshop to present the vehicle.

This case has been pending for a long time due to the unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Summer Lee (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Monday, 6 April, 2020 3:35 PM  
**To:** 'Pauline Tham' <pauline.tham@sg.cntaiping.com>  
**Cc:** 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments@lkkauto.com  
**Subject:** RE: O/R : SNM20D201657/SKW616Y/PAULINE - TRAFFIC ACCIDENT DATED 17/03/2020 INVOLVING SLC234J AND YOUR INSURED SKW616Y

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## Summer Lee (LKK Auto)

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Monday, 6 April, 2020 1:39 PM  
**To:** claims@vag.sg  
**Cc:** Claims Dept of CTI; SUR; assignments@lkkauto.com; admin-d@lkkauto.com  
**Subject:** FW: O/R : SNM20D201657/SKW616Y/PAULINE - TRAFFIC ACCIDENT DATED 17/03/2020 INVOLVING SLC234J AND YOUR INSURED SKW616Y  
**Attachments:** GIA REPORT SLC234J.PDF

### Without Prejudice

Dear Isaac

We are still waiting for our insured report and is not able to comment on the liability.

However, you may consider to let us to survey the vehicle first.

Please inform our surveyor of the circumstances.

Dear LKK

Please take note.

### 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. 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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Claims Dept of CTI  
**Sent:** Monday, April 6, 2020 12:50 PM  
**To:** Pauline Tham <pauline.tham@sg.cntaiping.com>; claims@vag.sg  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** O/R : SNM20D201657/SKW616Y/PAULINE - TRAFFIC ACCIDENT DATED 17/03/2020 INVOLVING SLC234J AND YOUR INSURED SKW616Y

Dear Pauline,

Please conduct PRS for SLC234J.

Note : officer in charge – Pauline 63896541

\*\*\* Kindly quote our reference number when replying.

**NOTICE :**

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Thank you.

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

**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:** Claims Assistance - VAG Singapore <[claims@vag.sg](mailto:claims@vag.sg)>

**Sent:** Monday, April 6, 2020 11:01 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** TRAFFIC ACCIDENT DATED 17/03/2020 INVOLVING SLC234J AND YOUR INSURED SKW616Y

Without Prejudice.

Dear sir/mdm.

We refer to the above matter.

Please refer to the attached GIA report for your review.

As our client is claiming against your insured.

Please revert to us in regards to the liability clearance for this case.

Best Regards,  
Isaac Wong

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**AVANTAGE VAG**

Audi | BMW | Mercedes | Volkswagen

6515 9515 Sales & Service | 6795 5005 24hr Towing | [www.avantage.sg](http://www.avantage.sg)

**AVANTAGE VAG WEST Service & Tuning Centre**

48 Toh Guan Road East, #05-123 Enterprise Hub, Singapore 608586

**AVANTAGE VAG NORTH Service Centre**

160 Sin Ming Drive, #04-17 Sin Ming AutoCity, Singapore 575722

**AVANTAGE VAG EAST Service Centre**

8 Kaki Bukit Ave 4, #06-48 Premier @ Kaki Bukit, Singapore 415875

**Accident Reporting & Repair Centre**

48 Toh Guan Road East, #05-155 Enterprise Hub, Singapore 608586