

Shiau Chan (LKKAUTO)

From: Rasul (LKKAUTO)
Sent: Wednesday, 29 July 2020 11:12 AM
To: Shiau Chan (LKKAUTO)
Subject: FW: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl
Attachments: SDW 412B(1).png; sdw 412b(2).png

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,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Rasul (LKKAUTO)
Sent: Wednesday, 29 July, 2020 11:11 AM
To: 'Alan Quek'
Cc: Shiau Chan (LKKAUTO)
Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

Hi Alan,

Finalised amount of \$ 7,014.12 / 3 days of repair is confirmed

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,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



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From: Alan Quek [<mailto:alan.quek@cyclecarriage.com.sg>]
Sent: Tuesday, 28 July, 2020 4:40 PM
To: Rasul (LKKAUTO)

Cc: Dennis Yap; Abdul Jalil B Bakar

Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

Hi Rasul,

Attach is the finalization, thank you.

Hi Dennis & Jalil,

Any photo for Rasul, thank you.

Warmest Regards,
Alan Quek

From: Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Monday, 22 June 2020 1:22 PM

To: Alan Quek; 'Tan Kah Leong'; assignments@lkkauto.com; sur@lkkauto.com

Cc: 'Claims Dept of CTI'; 'Taufikh (LKKAuto)'; 'Team A'; 'Rasul (LKKAuto)'

Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

This email was sent from outside of your organisation

Dear Alan,

Noted with thanks.

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)

From: Alan Quek <alan.quek@cyclecarriage.com.sg>

Sent: Monday, 22 June, 2020 1:16 PM

To: Summer Lee (LKK Auto) <admin-d@lkkauto.com>; 'Tan Kah Leong' <KahLeong.Tan@sg.cntaiping.com>; assignments@lkkauto.com; sur@lkkauto.com

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Taufikh (LKKAuto)' <Taufikh@lkkauto.com>; 'Team A' <admin-a@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

Hi LKK,

Car is in 188 Pandan Loop Cycle & Carriage, kindly arrange Taufikh or Rasul here to survey. Thank you.

Your Sincerely

Alan Quek

Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



Please consider the environment before printing this e-mail.

From: Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Friday, 19 June 2020 9:31 AM
To: Alan Quek; 'Tan Kah Leong'; assignments@lkkauto.com; sur@lkkauto.com
Cc: 'Claims Dept of CTI'; 'Taufikh (LKKAuto)'; 'Team A'
Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

This email was sent from outside of your organisation

Dear Alan,

Thank you for the email.

Dear Shiau Chan,

Kindly assist.

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)

From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Friday, 19 June, 2020 9:11 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; assignments@lkkauto.com
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Team A (admin-a@lkkauto.com) <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; 'vivianlau@lkkauto.com' <vivianlau@lkkauto.com>
Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl
Importance: High

URGENT

Dear Officer,

Kindly assist to check liability for direct settlement. Our client start to escalate here, thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



 Please consider the environment before printing this e-mail.

From: Alan Quek
Sent: Thursday, 18 June 2020 11:53 AM
To: 'Tan Kah Leong'; 'assignments@lkkauto.com'
Cc: 'Claims Dept of CTI'; 'Taufikh (LKKAUTO)'; 'Thin Thin (LKKAUTO)'; 'Team A (admin-a@lkkauto.com)'; 'Vic (LKKAUTO)'; 'vivianlau@lkkauto.com'
Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

Dear Officer,

Kindly assist to check liability for direct settlement. Our client start to escalate here, thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



 Please consider the environment before printing this e-mail.

From: Alan Quek

Sent: Monday, 15 June 2020 9:36 AM

To: 'Tan Kah Leong'; 'assignments@lkkauto.com'

Cc: 'Claims Dept of CTI'; 'Taufikh (LKKAUTO)'; 'Thin Thin (LKKAUTO)'; 'Team A (admin-a@lkkauto.com)'; 'Vic (LKKAUTO)'; 'vivianlau@lkkauto.com'

Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

Importance: High

Good Moring Kah Leong,

May I know your insured reported, would like to know the liability for direct settlement. Thank you for your assistant here.

Your Sincerely

Alan Quek

Service Advisor

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272

Website: www.mercedes-benz.com.sg



Exceptional Journeys



Please consider the environment before printing this e-mail.

From: Alan Quek

Sent: Tuesday, 26 May 2020 12:49 PM

To: Tan Kah Leong; assignments@lkkauto.com

Cc: Claims Dept of CTI; Taufikh (LKKAUTO); Thin Thin (LKKAUTO); Team A (admin-a@lkkauto.com); Vic (LKKAUTO); 'vivianlau@lkkauto.com'

Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

Dear Officer,

Kindly assist to check liability for direct settlement. Thank you.

Your Sincerely

Alan Quek

Service Advisor

Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



Please consider the environment before printing this e-mail.

From: Tan Kah Leong [<mailto:KahLeong.Tan@sg.cntaiping.com>]
Sent: Thursday, 14 May 2020 10:37 AM
To: Alan Quek; assignments@lkkauto.com
Cc: Claims Dept of CTI; Taufikh (LKKAuto); Thin Thin (LKKAuto); Team A (admin-a@lkkauto.com); Vic (LKKAuto); 'vivianlau@lkkauto.com'
Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020 - Our ref: SNM20D201909/C02/tkl

This email was sent from outside of your organisation

Without Prejudice

Dear Alan,

We refer to your email below.

We will be assigning M/s LKK Auto Consultants to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please refer to the email below & proceed to survey the third party vehicle.

Thank you.

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 or fax at 6224 7175. Any inconvenience caused is much regretted.

Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 7175

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From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Thursday, May 14, 2020 10:19 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Thin Thin (LKKAUTO) <thinthin@lkkauto.com>; assignments@lkkauto.com; Team A (admin-a@lkkauto.com) <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; 'vivianlau@lkkauto.com' <vivianlau@lkkauto.com>
Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020

Dear Officer,

We agree to use your surveyor panel LKK Auto. Kindly assist to check liability for direct settlement, thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



Exceptional Journeys



From: Tan Kah Leong [<mailto:KahLeong.Tan@sg.cntaiping.com>]
Sent: Wednesday, 13 May 2020 5:27 PM
To: Alan Quek
Cc: Claims Dept of CTI
Subject: RE: SDW412B / SJL8285K Date of accident:12-05-2020

This email was sent from outside of your organisation

Without Prejudice

Dear Alan,

We refer to your email below.

Please see attached and let us know if you agree with SJE.

Thank you.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 7175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, May 13, 2020 5:20 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; alan.quek@cyclecarriage.com.sg
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: FW: SDW412B / SJL8285K Date of accident:12-05-2020

Dear Kah Leong,

Please conduct PRS SDW412B.

Note : officer in charge – Kah Leong 63896193.

*** Kindly quote our reference number when replying.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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From: Alan Quek <alan.quek@cyclecarriage.com.sg>

Sent: Wednesday, May 13, 2020 3:38 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: SDW412B / SJL8285K Date of accident:12-05-2020

CHINA TAIPING INSURANCE (S) PTE LTD

Attn: Motor Claims Dept

RE: Accident involving motor vehicle nos. **SDW 412 B & SJL 8285 K.**

Along **BEDOK RESERVOIR ROAD OPEN CARPARK.**

We have instructs by our client's of motor vehicle no:**SDW 412 B**, which was involved in the above accident. Our client's vehicle was damaged and. We now claiming against you for costs of repair on property damage and loss of use.

In order that you are the insurer of vehicle no:**SJL 8285 K** are willing to **DIRECT SETTLEMENT** on property damage and loss of use. We shall be grateful if you could kindly settle the cost of repair directly with us. On this note we will be much appreciated and looking forward to your Confirmation of settlement.

Your Sincerely

Alan Quek

Service Advisor

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272

Website: www.mercedes-benz.com.sg

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