

## Denise Tay (LKKAuto)

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**From:** Tommy Woon <tommy.woon@eurokars.com.sg>  
**Sent:** Wednesday, 9 September 2020 1:10 PM  
**To:** Denise Tay (LKKAuto); Stephanie Loke; Catherine Chua; Jessica Harry Shastri; Jess Francis Carlos; Jobi Thomas; Eva Kok; Eric Paul Patambang Glorioso; Ronald Yap; Jason Wong; Yvonne Chew  
**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Denise,

Yes, car has been repaired & invoiced to AIG under OD claim.  
Hope it clarifies.

Best regards,



Tommy Woon  
Assistant Manager – Insurance Claims  
27A, Tanjong Penjuru  
Singapore 609042  
Dir: +65 6331 0693 | Fax: +65 6331 0690 | Email: [tommy.woon@eurokars.com.sg](mailto:tommy.woon@eurokars.com.sg)  
Website: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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**From:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Sent:** 09 September 2020 AM 11:58  
**To:** Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>; Samuel Ng <[samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg)>; Jason Wong <[jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)>  
**Cc:** Jess Francis Carlos <[jess.carlos@eurokars.com.sg](mailto:jess.carlos@eurokars.com.sg)>; Jessica Harry Shastri <[jessica.shastri@eurokars.com.sg](mailto:jessica.shastri@eurokars.com.sg)>  
**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear All,

Would like to follow up this case, have repair?

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6741-3062 | email: [sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6271-8802

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

---

**From:** Denise Tay (LKKAuto)

**Sent:** Wednesday, 26 August 2020 4:13 PM

**To:** [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)

**Cc:** [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg); [jessica.hs@eurokars.com.sg](mailto:jessica.hs@eurokars.com.sg)

**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear All,

Would like to follow up this case, have repair?

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)

---

**From:** Denise Tay (LKKAuto)

**Sent:** Wednesday, 12 August 2020 12:01 PM

**To:** [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)

**Cc:** [jess.francis@eurokars.com.sg](mailto:jess.francis@eurokars.com.sg); [jessica.hs@eurokars.com.sg](mailto:jessica.hs@eurokars.com.sg)

**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear All,

Would like to follow up this case, have repair?

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)

---

**From:** Denise Tay (LKKAuto)

**Sent:** Thursday, 6 August 2020 4:31 PM

**To:** [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg)

**Cc:** [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)

**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear Vion,

Would like to follow up this case

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)

---

**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** Thursday, 28 May 2020 5:17 PM

**To:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>; [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg); Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)

**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear Denise

Merimen created

### **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.

**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

**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:** Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>

**Sent:** Thursday, 28 May 2020 4:55 PM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>; [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg); Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)

**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SJZ 7901Z

Number of days (estimated) :10 days

**Meanwhile, please create merimen**

**TRANS EUROKARS PTE LTD  
NO 5 UBI CLOSE  
SINGAPORE 408605**

**Make and model**

**Mazda 3 cc1496**

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

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

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 21 May 2020 2:37 PM

**To:** 'Adeline Chng' <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Angie Foo' <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>; [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg); 'Claims Dept of CTI' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)

**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

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)

---

**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** Thursday, 21 May, 2020 2:32 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>; [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg); Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)

**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear LKK

Please refer to below email and liaise with third party workshop.

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**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:** [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg) <[vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg)>  
**Sent:** Thursday, 21 May 2020 2:31 PM  
**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)  
**Cc:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>  
**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear Adeline,

We would like to request for Taufikh from LKK to conduct the damage assessment. Please assist to arrange. Thank you.

Best Regards.



**Vion Lim**

Insurance Claims Officer

**EUROKARS SERVICES PTE LTD**

5 Ubi Close, Singapore 408605

**D:** (65) 6395 7874 **H:** (65) 9111 7463

**E:** [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg)

Website: <https://www.eurokarsservices.com.sg>

---

**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** 21 May 2020 2:17 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Vion Lim <[vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg)>; Ronald Yap <[ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg)>; Samuel Ng <[samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg)>; Jason Wong <[jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)>  
**Cc:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>  
**Subject:** RE: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

**Without Prejudice**

Our reference: **SNM20D201962C02/GBH8096E/Chngpw**

Your reference: SJZ7901Z

Dear Sirs

**ACCIDENT INVOLVING GBH8096E & SJZ7901Z ON 19/05/2020**

We refer to your email of 21/05/2020

We regret that we are unable to advice on liability as our insured has yet to file accident report.

Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
2. We propose the following list of surveyors to be nominated as the Single Joint Expert to conduct survey of the claimant's vehicle:-

1. Gary Soon (FTA)	6. Marcus Chua (LKK)
2. Chow Bo Xiong (FTA)	7. Kenneth Kong (LKK)

3. Ben Chua (FTA)	8. Adrian Ling (LKK)
4. Ng You Han (FTA)	9. Mohd Taufikh (LKK)
5. Henry Ng (FTA)	10. Steve Chen (LKK)

3. If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.
4. As per the NIMA Protocol, the survey by our appointed surveyor would include survey of your vehicle pre-repair, after it is dismantled, and post repairs. Hence, you need to provide us / our surveyors with the list of items that were damaged and required to be replaced or repaired to facilitate an effective survey.
5. As stated above, please inform us and our surveyor after the claimant's vehicle had been repaired so that our surveyor can carry out post repair inspection before the vehicle is returned to your client. Please co-ordinate with our surveyor immediately after the repair is completed.

If you have any queries, please contact Adeline Chng at 63896155 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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**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

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

**Sent:** Thursday, 21 May 2020 11:58 AM

**To:** [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg); [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg);

Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Cc:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>

**Subject:** O/R: SNM20D201962/GBH8096E/Chngpw Y/R: SJZ7901Z / FW: ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear Adeline,

Please conduct PRS for **SJZ7901Z**.

Note: officer in charge – Adeline Chng 63896155.

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

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Thank you

---

**From:** [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg) <[vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg)>  
**Sent:** Thursday, May 21, 2020 11:25 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** [ronald.yap@eurokars.com.sg](mailto:ronald.yap@eurokars.com.sg); [samuel.ng@eurokars.com.sg](mailto:samuel.ng@eurokars.com.sg); [jason.wong@eurokars.com.sg](mailto:jason.wong@eurokars.com.sg)  
**Subject:** ACCIDENT ON 19/05/20 INVOLVING SJZ7901Z & GBH8096E

Dear Sir / Mdm,

Your Ref: GBH8096E

Please assist to arrange survey & revert the liability for the above case.  
Thank you.

Best Regards.



**Vion Lim**

Insurance Claims Officer

**EUROKARS SERVICES PTE LTD**

5 Ubi Close, Singapore 408605

**D:** (65) 6395 7874 **H:** (65) 9111 7463

**E:** [vion.lim@eurokars.com.sg](mailto:vion.lim@eurokars.com.sg)

Website: <https://www.eurokarsservices.com.sg>