

Denise Tay (LKKAuto)

From: Rasul (LKKAuto)
Sent: Thursday, 30 July 2020 3:06 PM
To: Denise Tay (LKKAuto)
Subject: FW: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020
Attachments: SMS 2970H(1).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: Thursday, 30 July, 2020 3:05 PM
To: 'Michelle Ong Siew Bee'
Cc: Denise Tay (LKKAuto)
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020

Hi Michelle,

Finalised amount of \$ 11,152.32 / 5 days of repair is confirmed

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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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Pte Ltd

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From: Michelle Ong Siew Bee [<mailto:michelle.ong@wearnes.com>]
Sent: Thursday, 30 July, 2020 11:42 AM
To: Rasul (LKKAuto)
Cc: Admin-D (LKKAuto); assignments; SUR
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020
Importance: High

Dear Rasul,

Please refer to Final Bill as attached.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Sent: Thursday, 16 July 2020 9:27 AM
To: 'Ben Tang' <Ben.Tang@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>; sur@lkkauto.com
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020

Dear Sir/Madam,

Thank you for the assignment.

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: Ben Tang <Ben.Tang@sg.cntaiping.com>
Sent: Thursday, 16 July, 2020 9:13 AM
To: 'assignments' <assignments@lkkauto.com>; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020

Dear LKK

Please arrange for PRS survey of TP vehicle SMS2970H.

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

Best Regards
Ben Tang
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6175 | F: (65) 6222 1033

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

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From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Thursday, July 16, 2020 8:57 AM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020

Dear All,

Please be informed that the car is coming in this morning.

Kindly arrange surveyor to come today.

Thanks,
Michelle Ong

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From: Michelle Ong Siew Bee
Sent: Wednesday, July 8, 2020 9:30:24 AM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020

Dear Ben,

Please arrange for survey on 16th July 2020 (Thursday) between 10am to 12pm.

Kindly confirm appt in writing.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Ben Tang <Ben.Tang@sg.cntaiping.com>
Sent: Thursday, 23 April 2020 2:09 PM
To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020

WITHOUT PREJUDICE

Dear Michelle

Please be advised that liability is clear.

We agree to direct settlement subject to consistency of damages based on findings from surveyor with supporting documents.

Thank you.

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Best Regards
Ben Tang
Executive
Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Monday, April 20, 2020 10:13 AM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020
Importance: High

Dear Ben,

Please advise on liability clearance asap.

Your immediate attention will be greatly appreciated.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee
Sent: Saturday, 4 April 2020 9:33 AM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020
Importance: High

Dear Ben,

We are agreeable to Surveyor Xing Guo Qiang.

Kindly revert on liability clearance before arranging for survey.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Ben Tang <Ben.Tang@sg.cntaiping.com>
Sent: Tuesday, 24 March 2020 11:45 AM
To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020

Dear Sirs

We refer to your email dated 23 March 2020.

We intend to conduct a pre-repair survey of the damage to your client's vehicle jointly with your client/your motor workshop. We propose to use one of the following motor surveyors to conduct the joint pre-repair survey as a single joint expert.

LKK / LBS / STA

ADRIAN LING
Kelvin Ang
SEE CHEW SENG
MOHD FADHILAH BIN OSMAN
XING QUO QIANG
KENNETH KONG
SIMON HO
CHUA WEIJIE
MARCUS CHUA
HENRY NG

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

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.

Thank you.

Best Regards
Ben Tang
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
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DID: (65) 6389 6175 | F: (65) 6222 1033

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From: Claims Dept of CTI
Sent: Tuesday, March 24, 2020 10:43 AM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>; michelle.ong@wearnes.com
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/REF: SNM20D201461/SFN2323K /BEN - Y/Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020
Importance: High

Dear Ben,

Please conduct PRS for SMS2970H.

Note : officer in charge – Ben Tang 63896175.

*** Kindly quote our reference number when replying.

Thank you

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
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From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Monday, March 23, 2020 6:58 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Direct Settlement - Our Ref: SMS2970H Your Insured SFN2323K DOA 23/03/2020
Importance: High

Dear Sirs,
We refer to the above matter.
Attached for Direct Settlement.
Kindly revert asap.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



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