

Veron Chen (LKKAUTO)

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Friday, 28 August 2020 3:21 PM
To: Rasul (LKKAUTO)
Cc: Loi Ai Ting; Andre Chow En De; Coco Lu Ting; Edwin Abcede Caina; Kevin Leong Wai Kit
Subject: FW: O/R : SNM20D202600/GZ6707K/TANKL - TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)
Attachments: WhatsApp Image 2020-08-22 at 10.59.56 AM.jpeg; WhatsApp Image 2020-08-22 at 10.59.57 AM (1).jpeg; WhatsApp Image 2020-08-22 at 10.59.57 AM.jpeg; WhatsApp Image 2020-08-24 at 9.00.08 AM (1).jpeg; WhatsApp Image 2020-08-24 at 9.00.08 AM.jpeg
Importance: High

Hi Rasul,

As spoken, we attached before paint photo. Additional paintwork on SKID PLATE-RR BUMPER \$210.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Tan Kah Leong <KahLeong.Tan@sg.entaiping.com>
Sent: Monday, 17 August 2020 3:59 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL - TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)

This email was sent from outside of your organisation

Without Prejudice

Dear Don,

We refer to your email below.

Liability is clear.

We propose to do direct settlement with you, quantum subject to our surveyor's recommendation and damages consistency.

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

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Monday, August 17, 2020 1:52 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL – TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)
Importance: High

Hi Kah Leong,

Any update on the liability. Customer keep chasing again. Please assist on this matter.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Don Bong Kiong Hua
Sent: Friday, 14 August 2020 9:12 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; assignments@lkkauto.com
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL – TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)
Importance: High

Dear Kah Leong,

Any update on the liability. Kindly update us as customer is chasing us again.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Don Bong Kiong Hua
Sent: Friday, 7 August 2020 1:39 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL – TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)
Importance: High

Hi Kah Leong,

Attached video footage of the accident. Please assist on the liability as customer is chasing us.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Tan Kah Leong <KahLeong.Tan@sg.entaiping.com>
Sent: Friday, 7 August 2020 1:37 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>;
Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit
<kevin.leong@cyclecarriage.com.sg>
Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL – TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA
25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)

This email was sent from outside of your organisation

Without Prejudice

Dear Don,

We refer to your email below.

Strictly without admission of liability basis, please forward a copy of the video footage as stated in your client's accident report.

We will revert soonest upon receipt of the above.

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.entaiping.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

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: Wednesday, August 5, 2020 3:40 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>;

Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit

<kevin.leong@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL - TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)

Importance: High

Hi Kah Leong,

Please assist on the liability. Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg



A member of the Jardine Cycle & Carriage Group

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Monday, 27 July 2020 5:34 PM

To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; 'assignments' <assignments@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>;

Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit

<kevin.leong@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL - TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)

This email was sent from outside of your organisation

WITHOUT PREJUDICE

Dear Don,

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

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Monday, July 27, 2020 5:29 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL - TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)
Importance: High

Hi Kah Leong,

We choose MOHD TAUFIKH for survey.

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Monday, 27 July 2020 5:26 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: RE: O/R : SNM20D202600/GZ6707K/TANKL - TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)

This email was sent from outside of your organisation

Without Prejudice

Dear Kiong Hua,

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. 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/

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, July 27, 2020 4:43 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; kionghua.bong@cyclecarriage.com.sg
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; edwin.caina@cyclecarriage.com.sg; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>
Subject: O/R : SNM20D202600/GZ6707K/TANKL - TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)
Importance: High

Dear Kah Leong,

Please conduct PRS for SLU9548A.

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. Any inconvenience caused is much regretted.

Thank you

Lim Shu Min
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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: Monday, July 27, 2020 4:04 PM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>;
Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit
<kevin.leong@cyclecarriage.com.sg>

Subject: RE: TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6707K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)

Importance: High

HI Officer in Charge,

Vehicle number should be **GZ6707K**

Third I

Our Ref No: GR-20-087057
Date of Request: 27/07/2020

Cycle & Carriage Automotive Pte Ltd
241 Alexandra Road
Singapore 159931

Dear Sir/Madam,

Enquiry Date: 27/07/2020
Enquiry By: Don Bong Kiong Hua
TP Vehicle No: GZ6707K
Accident Date: 25/07/2020

Enquiry Result

TP Vehicle No.	Insurer
GZ6707K	China Taiping Insurance (Singapore) Pte. Ltd.

Thank You.

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, 27 July 2020 3:46 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Subject: FW: TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6704K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)
Importance: High

This email was sent from outside of your organisation

Hi,

Please confirm our insured vehicle number.

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

Lim Shu Min

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: 太平獅城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: Monday, July 27, 2020 3:23 PM

To: 'claimsdept@sg.cntaiping.com'

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: TP CHINA TAIPING CLAIM SLU9548A AGAINTS GZ6704K DOA 25.07.2020 (VEHICLE IN OUR WORKSHOP & WAITING SURVEY)

Importance: High

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number **(SLU9548A)**) to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number **GZ6704K**) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

Do let me know the liability at the soonest possible.

*******VEHICLE IN OUR WORKSHOP & WAITING FOR SURVEY*******

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us

immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.