

## **Shirley Hiew (LKK Auto)**

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 13 August 2020 4:16 pm  
**To:** Pauline Tham  
**Subject:** RE: SNM20D202766/YP1134K/THAMYL / FW: SKQ2763Z (Pre-inspection) / Your Vehicle : YP1134K

Dear Pauline,

Please be informed that we have inspected the vehicle SKQ 2763Z on 12/08/2020.

We are pending estimate from repairer.

Kindly assist to create claim in Merimen System .

### **Workshop Details:**

**VISION AUTOWORK PTE LTD**

**8 KAKI BUKIT AVE 4,**

**#08-09 PREMIER @ KAKI BUKIT**

**SINGAPORE 415875**

**Vehicle model : B.M.W. / 218i ACTIVE TOURER DSC ABS**

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**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.**

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Friday, 7 August 2020 4:51 pm  
**To:** Vision Autowork <visionautowork@gmail.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: SNM20D202766/YP1134K/THAMYL / FW: SKQ2763Z (Pre-inspection) / Your Vehicle : YP1134K

**Without Prejudice**

Dear Michelle,

Liability is in favor of your client and we agree to go for Direct settlement, pending insured agreement on damages and quantum.

Dear LKK

Please conduct survey.

**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](tel:62247175). 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:** Vision Autowork <[visionautowork@gmail.com](mailto:visionautowork@gmail.com)>

**Sent:** Friday, August 7, 2020 3:14 PM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

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

**Subject:** Re: SNM20D202766/YP1134K/THAMYL / FW: SKQ2763Z (Pre-inspection) / Your Vehicle : YP1134K

Dear Pauline,

We refer to your email dated 07/08/2020.

Please arrange **Adrian Ling** to conduct the survey for vehicle SKQ2763Z.

Meanwhile, kindly advise liability and let us have your reply soon.

Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

8 Kaki Bukit Avenue 4,  
#08-09, Premier @ Kaki Bukit,  
Singapore 415875  
Tel: 6341 6789  
Fax: 6341 6778

On Fri, Aug 7, 2020 at 3:10 PM Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)> wrote:

**Without Prejudice**

Dear Sirs

We refer to your email of even date.

We intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop.

We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

LKK / FTA

Marcus Chua
Gary Soon
Kenneth Kong
Chow Bo Xiong
Adrian Ling
Ben Chua
Mohd Taufikh
Ng You Han
Steve Chen
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.

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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:** Chong Boon Sen

**Sent:** Friday, August 7, 2020 2:57 PM

**To:** Vision Autowork <[visionautowork@gmail.com](mailto:visionautowork@gmail.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

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

**Subject:** O/R:SNM20D202766/YP1134K/THAMYL / FW: SKQ2763Z (Pre-inspection) / Your Vehicle : YP1134K

Dear Pauline,

Please conduct PRS for SKQ2763Z.

Note: officer in charge – Pauline Tham 63896541.

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

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Thank you

**Chong Boon Sen**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896116 | F: (65) 62247175

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**From:** Vision Autowork <[visionautowork@gmail.com](mailto:visionautowork@gmail.com)>  
**Sent:** Friday, August 7, 2020 2:35 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** SKQ2763Z (Pre-inspection) / Your Vehicle : YP1134K

Dear person in charge,

Please refer to attach file and arrange for pre-inspection.

Hope we can do Direct Settle and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert

**\*\* PLEASE ADVISE LIABILITY \*\***

Thank You

Yours faithfully,

Michelle

Hp: 9856 4815

8 Kaki Bukit Avenue 4,

#08-09, Premier @ Kaki Bukit,

Singapore 415875

Tel: 6341 6789

Fax: 6341 6778