

Summer Lee (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Tuesday, 25 August, 2020 2:48 PM
To: assignments; 'admin@mycar.sg'; SUR; Motor Survey
Cc: Claims Dept of CTI; Alfred Toh
Subject: RE: SNM20D203020C02/0(tohhs) OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y

Without Prejudice

Your Ref: SMK7183Y

Our Ref: SNM20D203020C02/0(tohhs) SMN9750G

Dear Huqin

We refer to your email of even date pertaining to the above matter.

In view of your internal mis-communication, we agree to accept M/s LKK Auto Consultants Pte Ltd for this claim as exceptional case **but shall not construed as precedent for future cases, if any.**

Aside to M/s LKK Auto Consultants Pte Ltd., please let us have your report and bill uploaded in Merimen.

Aside to M/s Formteam Adjusters Pte Ltd., please treat the assignment to your good office as cancelled.

Our sincere apologies for any inconvenience caused.

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.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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From: My Car Consultant <admin@mycar.sg>
Sent: Tuesday, August 25, 2020 2:24 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Grace Ho <surveyadmin8@fta.com.sg>; Claims <claims@fta.com.sg>; Motor Survey <motorsurvey@fta.com.sg>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: SNM20D203020C02/0(tohhs) OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y

Dear Alfred,

Apologies for any convenience caused.

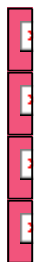
Our colleague - Mohammad has brought Mr Steve from LKK to survey the wrong vehicle due to some internal mis-communication which happens to be SMK7183Y.

Await your further instructions

Best Regards,

Huiqin

Claims | My Car Consultant Pte Ltd



+65 88668832

Admin@mycar.sg

Mycar.sg

53 Ubi Ave 1, Paya Ubi Industrial Park, 01-33, S408934

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: 8/25/20 2:22 PM

To: Grace Ho <surveyadmin8@fta.com.sg>, "admin@mycar.sg" <admin@mycar.sg>, Claims <claims@fta.com.sg>, Motor Survey <motorsurvey@fta.com.sg>

Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>, Claims Dept of CTI <claimsdept@sg.cntaiping.com>, Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SNM20D203020C02/0(tohs) OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y

Without Prejudice

Your Ref: SMK7183Y

Our Ref: SNM20D203020C02/0(tohs)

M/s My Car Consultants Pte Ltd

Attn: Huiqin

Dear Huiqin

We understand that M/s LKK Auto Consultants Pte Ltd has already surveyed when your good office prior to request for survey.

Please advise who has arranged the survey on behalf of M/s China TaiPing Insurance (S) Pte Ltd.

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: claimsdept@sg.cntaiping.com

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From: Grace Ho <surveyadmin8@fta.com.sg>

Sent: Tuesday, August 25, 2020 2:03 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; 'admin@mycar.sg' <admin@mycar.sg>

Cc: Motor Survey <motorsurvey@fta.com.sg>; Claims <claims@fta.com.sg>

Subject: RE: SNM20D203020C02/0(tohhs) OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y

Dear Alfred

Please be informed I were informed by my surveyor this SMK7183Y was surveyed by LKK - Mr Steve, and damage parts been dismantled.

if this so, please cancel this assignment.

Thank you & warm regards



Grace Ho

Senior Executive

Tel: +65 6509 1788

Fax: +65 6509 6221

Email: surveyadmin@fta.com.sg

Website: www.fta.com.sg



guarding investigation technologies surveyors adjusters

FormTeam Consultancy

FormTeam Adjusters

No 33 Ubi Ave 3 #02-15 Vertex Tower B, Singapore

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Tuesday, 25 August, 2020 11:40 AM

To: admin@mycar.sg; Motor Survey <motorsurvey@fta.com.sg>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SNM20D203020C02/0(tohhs) OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y

Without Prejudice

Your Ref: SMK7183Y

Our Ref: SNM20D203020C02/0(tohs)

Dear Huqin

We await your estimates for our consideration on Direct Settlement.

Aside to M/s FormTeam Adjusters Pte Ltd., please assist to arrange for survey on SMK7183Y.

Merimen folder shall be created shortly.

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: My Car Consultant <admin@mycar.sg>

Sent: Tuesday, August 25, 2020 11:05 AM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: Re: SNM20D203020C02/0(tohhs) OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y





Dear Alfred,

Noted.

Best Regards,

Huiqin

Claims | My Car Consultant Pte Ltd

 **+65 88668832**
 Admin@mycar.sg
 Mycar.sg
 53 Ubi Ave 1, Paya Ubi Industrial Park, 01-33, S408934

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: 8/25/20 10:58 AM
To: "admin@mycar.sg" <admin@mycar.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>, Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: SNM20D203020C02/0(tohhs) OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y

Without Prejudice

Your Ref: SMK7183Y

Our Ref: SNM20D203020C02/0(tohhs)

M/s My Car Consultant Pte Ltd

Dear Sirs

We refer to the above matter.

Liability is in favour of your client.

Please let us have the estimates for our consideration on Direct Settlement.

Meanwhile, we shall be appointing M/s FormTeam Adjusters Pte Ltd to survey your client's vehicle.

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Claims Dept of CTI

Sent: Monday, August 24, 2020 5:55 PM

To: admin@mycar.sg; Alfred Toh <alfred.toh@sg.cntaiping.com>

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

Subject: O/R: SNM20D203020/SMN9750G/TOHHS / FW: OUR REF: SMK7183Y YOUR REF: SMN9750G
PRE REPAIR INSPECTION FOR SMK7183Y

Dear Alfred,

Please conduct PRS for **SMK7183Y**.

Note: officer in charge - Alfred Toh.

***** 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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: ??? Taiping SG

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From: My Car Consultant <admin@mycar.sg>
Sent: Monday, August 24, 2020 4:04 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: OUR REF: SMK7183Y YOUR REF: SMN9750G PRE REPAIR INSPECTION FOR SMK7183Y

WITHOUT PREJUDICE

OUR REF: SMK7183Y
YOUR REF: SMN9750G

Dear Sir/Madam,

PRE-REPAIR INSPECTION FOR SMK7183Y
ACCIDENT INVOLVING SMK7183Y AND SMN9750G

We refer to the above matter and enclosed herewith our client's GIA report and Notification of Pre-repair inspection for your attention.

Best Regards,

Huiqin

Claims | My Car Consultant Pte Ltd



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Admin@mycar.sg



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