

Summer Lee (LKK Auto)

From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Thursday, 10 September, 2020 10:29 AM
To: assignments@lkkauto.com
Cc: Chris Bulaclac; Claims Dept of CTI; Mars Ler; Renemer Bagang
Subject: RE: SNM20D203295/GBC4428J/CHNGPW / FW: Re:Accident On 05/09/2020 Involving Our Insured SLK3848B And Your Insured GBC4428J
Attachments: O/R: SNM20D203295/GBC4428J/CHNGPW / FW: Re:Accident On 05/09/2020 Involv... (10.3 MB)

Dear LKK

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

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.

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

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From: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>
Sent: Thursday, 10 September 2020 10:08 AM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Mars Ler <mars.ler@ccfulco.com.sg>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Subject: RE: SNM20D203295/GBC4428J/CHNGPW / FW: Re:Accident On 05/09/2020 Involving Our Insured SLK3848B And Your Insured GBC4428J

Hi Adeline,

We are pleased to engage Mr. Marcus Chua (LKK)

Thank you,

Best Regards,

Christopher L. Bulaclac
Assistant Manager- Customer Service
H/P 96552177 D/D 65949160
email : chris.bulaclac@ccfulco.com.sg
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 UBI Road 3 Singapore 408650
Tel : 67461000 Fax : 64875857

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

Sent: Thursday, 10 September 2020 10:03

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Mars Ler <mars.ler@ccfulco.com.sg>; Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>

Subject: RE: SNM20D203295/GBC4428J/CHNGPW / FW: Re:Accident On 05/09/2020 Involving Our Insured SLK3848B And Your Insured GBC4428J

Without Prejudice

Our reference: **SNM20D203295C02/ GBC4428J /Chngpw**

Your reference: SLK3848B

Dear Sirs

ACCIDENT INVOLVING GBC4428J & SLK3848B ON 05/09/2020

We refer to your email of 09/09/2020

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

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Thank you.

Adeline Chng

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

Sent: Wednesday, 9 September 2020 8:51 PM

To: mars.ler@ccfulco.com.sg; chris.bulaclac@ccfulco.com.sg; renemer.bagang@ccfulco.com.sg; Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: O/R: SNM20D203295/GBC4428J/CHNGPW / FW: Re:Accident On 05/09/2020 Involving Our Insured SLK3848B And Your Insured GBC4428J

Dear Sir,

Please conduct PRS for SLK3848B. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge – Adeline Chng.

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

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From: Mars Ler <mars.ler@ccfulco.com.sg>
Sent: Wednesday, September 9, 2020 6:01 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Subject: Re:Accident On 05/09/2020 Involving Our Insured SLK3848B And Your Insured GBC4428J

Dear Motor Claims ,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey (Advance notice required 1 day ,vehicle with customer)

In view of the current COVID-19 situation , please bear with us should there be some service delay during this period .

Thank you,

Best regards

Mars Ler
Senior Advisor - Motor Claims
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 Ubi Road 3 Singapore 408650
D/D 65949163 H/P 91792566