

Veron Chen (LKKAUTO)

From: Claims <claims@premiumauto.com.sg>
Sent: Friday, 25 September 2020 11:13 AM
To: 'Pauline Tham'
Cc: 'Claims Dept of CTI'; assignments; SUR; Admin-D (LKKAUTO); 'Cecilia Low'; 'Premiumauto Claims'
Subject: RE: SNM20D203411/SKW1260H/THAMYL / FW: ACCIDENT INVOLVING SDM 8858 Z AND YOUR INSURED SKW 1260 H DATED 13/09/2020
Attachments: SAftersales20092510500.pdf

Dear Pauline,

Survey has been carried out just now.

We purpose for 100% direct settlement in our client favour.

Attached is the marked estimate for your reference.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Pauline Tham [mailto:pauline.tham@sg.cntaiping.com]
Sent: Tuesday, 22 September 2020 11:48 AM
To: Claims
Cc: Claims Dept of CTI; assignments; SUR; Admin-D (LKKAUTO); Cecilia Low

Subject: RE: SNM20D203411/SKW1260H/THAMYL / FW: ACCIDENT INVOLVING SDM 8858 Z AND YOUR INSURED SKW 1260 H DATED 13/09/2020

[Confidential]

Without Prejudice

Dear Terrence

We have not receive your reply on surveyor selection.

We will inform LKK to conduct PRS

Dear LKK

Please conduct PRS

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

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

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From: Claims <claims@premiumauto.com.sg>

Sent: Monday, September 21, 2020 6:00 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; 'Premiumauto Claims' <claims@premiumauto.com.sg>

Subject: RE: SNM20D203411/SKW1260H/THAMYL / FW: ACCIDENT INVOLVING SDM 8858 Z AND YOUR INSURED SKW 1260 H DATED 13/09/2020

Dear Pauline,

We agree to accept your offer for 100% direct settlement on our client's favour.

To avoid dispute during finalization. We purpose for LOU \$100/day and LOR \$150/day.

Thank you.

**Best Regards,
Terrence Tan
Claims Advisor**

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From: Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]

Sent: Friday, 18 September 2020 2:39 PM

To: Claims

Cc: Claims Dept of CTI

Subject: RE: SNM20D203411/SKW1260H/THAMYL / FW: ACCIDENT INVOLVING SDM 8858 Z AND YOUR INSURED SKW 1260 H DATED 13/09/2020

Without Prejudice

Hi Raymond

Liability is cleared for your client, pending insured agreement on damages and quantum.

Please let us have your documents once repair cost and days are finalised with our surveyor.

Please let us know which surveyor, as we have not received your reply.

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Thanks.

Pauline Tham

Senior Executive

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From: Pauline Tham

Sent: Friday, September 18, 2020 9:23 AM

To: Claims <claims@premiumauto.com.sg>

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

Subject: RE: SNM20D203411/SKW1260H/THAMYL / FW: ACCIDENT INVOLVING SDM 8858 Z AND YOUR INSURED SKW 1260 H DATED 13/09/2020

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

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From: Claims Dept of CTI

Sent: Thursday, September 17, 2020 5:02 PM

To: Claims <claims@premiumauto.com.sg>; Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: O/R: SNM20D203411/SKW1260H/THAMYL / FW: ACCIDENT INVOLVING SDM 8858 Z AND YOUR INSURED SKW 1260 H DATED 13/09/2020

Dear Pauline

Please **conduct** PRS for **SDM8858Z**.

Note: officer in charge – Pauline Tham.

***** 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

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From: Claims <claims@premiumauto.com.sg>

Sent: Thursday, September 17, 2020 4:24 PM

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

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: ACCIDENT INVOLVING SDM 8858 Z AND YOUR INSURED SKW 1260 H DATED 13/09/2020

Dear all,

Kindly assist in the liability clearance for above mentioned case. We propose for a 100% direct settlement in our client's favour

Please advise who is the officer in-charge we shall liaise with. To avoid dispute during finalisation, we propose for LOU/R at \$120/180 per day.

Attached is the GIA report for your reference and we will send you the estimate once it is ready.

Kindly arrange survey on 25/9/2020@10am, Owner waiting.

Address : 55 Ubi Road 1, S408699

Thank you.

Best regards,
Raymond Ting
Claims advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 **d.** 66900293

e. Claims@premiumauto.com.sg **w.** www.audi.com.sg

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