

Shiau Chan (LKKAUTO)

From: Steve Chen (LKK Auto)
Sent: Friday, 16 October 2020 11:44 PM
To: Shiau Chan (LKKAUTO)
Cc: Bryan Ang (LKKAUTO)
Subject: SNM20D203546/SMU2922L/TAYHP / FW: Aston Martin DBS - OD Claim Under China Taiping Insurance - SMU2922I - SCFECCAD7CGE03067 - ALISTAIR HAMISH DUFF

Dear Shiau Chan.

Kindly refer below the email.

Thanks.

Best Regards,
Steve Chen | Assistant Automotive Assessor
LKK Auto Consultants
Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Ben Ong [mailto:ben@britishmotorservices.com.sg]
Sent: Friday, October 16, 2020 11:29 AM
To: Steve Chen (LKK Auto)
Cc: Neil Weaver
Subject: FW: SNM20D203546/SMU2922L/TAYHP / FW: Aston Martin DBS - OD Claim Under China Taiping Insurance - SMU2922I - SCFECCAD7CGE03067 - ALISTAIR HAMISH DUFF

Hi Steve

Thank you for your follow up on this claim.

Having discussed with management and working out the best economical repair for this car, we would be able to do it for a fixed sum of **SGD \$195,000** to bring the car back to road worthy condition.

For info, we will need a 50% deposit for this repair upon approval.

Do let us know the decision so that we can wrap up this case soon.

Best Regards,
Ben.



Benjamin Ong
General Manager

Mobile: +65 98342601

Mobile: +65 98771666

Email: ben@britishmotorservices.com.sg

56 Loyang Way

#02-10 Loyang Enterprise Building, Singapore 508775



From: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Friday, 9 October 2020 3:51 PM

To: Neil Weaver <neil@britishmotorservices.com.sg>; Ben Ong <ben@britishmotorservices.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: SNM20D203546/SMU2922L/TAYHP / FW: Aston Martin DBS - OD Claim Under China Taiping Insurance - SMU2922I - SCFECCAD7CGE03067 - ALISTAIR HAMISH DUFF

[Internal]

Dear Sir/Mdm,

We refer to the above captioned matter.

Please get your surveyor to liaise with British Motor Services at 56 Loyang Way #02-10 Singapore 508775

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F: (65) 62247478/62247175

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

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

Sent: Wednesday, October 7, 2020 1:55 PM

To: ben@brithmotorservices.com.sg; neil@briishmotorservices.com.sg; Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: O/R: SNM20D203546/SMU2922L/TAYHP / FW: Aston Martin DBS - OD Claim Under China Taiping Insurance - SMU2922I - SCFECCAD7CGE03067 - ALISTAIR HAMISH DUFF

Dear Sir,

Kindly note Irene Tay is case handler.

Dear Irene,

Fya.

***** 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](tel:62247175). Any inconvenience caused is much regretted.

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:** 太平獅城 Taiping SG

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From: Feedback of China Taiping Insurance <feedback@sg.cntaiping.com>
Sent: Wednesday, October 7, 2020 1:47 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: FW: Aston Martin DBS - OD Claim Under China Taiping Insurance - SMU2922I - SCFECCAD7CGE03067 - ALISTAIR HAMISH DUFF

[Internal]

FYA

Regards,

Chris Yeo
Risk Management & Compliance

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #18-00 Springleaf Tower Singapore 079909
DID: (65) 6389 7346 | F: (65) 6222 1033

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

From: Ben Ong <ben@britishmotorservices.com.sg>
Sent: Wednesday, 7 October 2020 10:14 am

To: Feedback of China Taiping Insurance <feedback@sg.cntaiping.com>

Cc: Neil Weaver <neil@britishmotorservices.com.sg>

Subject: Aston Martin DBS - OD Claim Under China Taiping Insurance - SMU2922I - SCFECCAD7CGE03067 - ALISTAIR HAMISH DUFF

Hi China Taiping team

We are writing in on behalf of our client – Mr. ALISTAIR HAMISH DUFF who have got into an unfortunate accident with his Aston Martin DBS.

Kindly find attached GIA and police report together with our repair estimate.

The vehicle can be surveyed at our workshop located at British Motor Services , 56 Loyang Way #02-10 Singapore 508775 — Monday – Friday 0900 hrs – 1800 hrs.

We understand that we are not an authorised workshop under your panel but we do have the adequate knowledge and contacts especially for high luxury sector vehicles and to repair the car economically and bring it back to road worthy condition rather than writing off the car around market value. We also have the experience from authorised dealership and in this case the manufacturer Aston Martin.

Our company website – britishmotorservices.com.sg for your reference.

If you have any other questions, please do not hesitate to contact us to discuss further.

Best Regards,
Ben.



Benjamin Ong
General Manager

Mobile: +65 98342601

Mobile: +65 98771666

Email: ben@britishmotorservices.com.sg

56 Loyang Way

#02-10 Loyang Enterprise Building, Singapore 508775



From: Alistair Duff <thedufffamily@mac.com>

Sent: Friday, 25 September 2020 2:43 PM

To: Ben Ong <ben@britishmotorservices.com.sg>; Neil Weaver <neil@britishmotorservices.com.sg>

Subject: SMU2922I

Gents

Please find attached as requested

Kind regards

Alistair