

Summer Lee (LKK Auto)

From: Lionel Chua <lionel.chua@sg.cntaiping.com>
Sent: Tuesday, 20 October, 2020 11:57 AM
To: Renemer Bagang; sur@lkkauto.com; assignments@lkkauto.com
Cc: Chris Bulaclac; Mars Ler; Claims Dept of CTI
Subject: RE: OUR REF: SNM20D203914/C02/GBJ5389U/CHUAKK & YOUR REF: SFY440K -TO CONDUCT PRS & REVERT ON LIABILITY
Attachments: SFY440K.pdf

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203914/C02/GBJ5389U/CHUAKK

Dear Renemer,

We shall appoint Mr Marcus Chua (as the Single Joint Expert) to attend to the pre-repair survey of damaged vehicle for this accident case.

Meanwhile, kindly render your assistance to provide us with a copy of the scene photos & the video footage in order for us to review and our further action.

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 & Best regards.

Lionel Chua

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:** 太平狮城 Taiping SG

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From: Renemer Bagang <renemer.bagang@ccfulco.com.sg>

Sent: Tuesday, October 20, 2020 11:36 AM

To: Lionel Chua <lionel.chua@sg.cntaiping.com>

Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Mars Ler <mars.ler@ccfulco.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D203914/C02/GBJ5389U/CHUAKK & YOUR REF: SFY440K -TO CONDUCT PRS & REVERT ON LIABILITY

Dear Lionel,

Please appoint Mr. Marcus Chua (LKK) to conduct Pre-repair survey as soon as possible at Cycle & Carriage Ubi Centre Level 3 330 Ubi road 3 408650.

Thank you,

Best Regards,

Ren Bagang

Motor Claims Service Advisor

H/P +65 85523293 D/D 65949166

email : renemer.bagang@ccfulco.com.sg

Cycle & Carriage Fulco Motor Dealer Pte Ltd

330 UBI Road 3 Singapore 408650

Tel : 67461000 Fax : 64875857

From: Lionel Chua [<mailto:lionel.chua@sg.cntaiping.com>]

Sent: Tuesday, 20 October 2020 11:25 AM

To: Renemer Bagang

Cc: Chris Bulaclac; Mars Ler; Claims Dept of CTI

Subject: RE: OUR REF: SNM20D203914/C02/GBJ5389U/CHUAKK & YOUR REF: SFY440K -TO CONDUCT PRS & REVERT ON LIABILITY

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203914/C02/GBJ5389U/CHUAKK – **accident NOT reported.**

Dear Sir/Madam,

ACCIDENT INVOLVING GBJ5389U AND SFY 440Y AT BLK 533 HOUGANG AVE 6 ON 17.10.2020

We refer to your email of 19 October 2020 pertaining to the above matter.

While waiting for our Insured to file Accident Report, 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.
6. Meanwhile, kindly render your assistance to provide us with a copy of the scene photos & the video footage in order for us to review and our further action.

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Thank you & Best regards.

Lionel Chua

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From: Renemer Bagang <renemer.bagang@ccfulco.com.sg>

Sent: Tuesday, October 20, 2020 10:32 AM

To: Lionel Chua <lionel.chua@sg.cntaiping.com>

Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Mars Ler <mars.ler@ccfulco.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D203914/C02/GBJ5389U/CHUAKK & YOUR REF: SFY440K -TO CONDUCT PRS & REVERT ON LIABILITY

Dear Lionel,

Noted on the non-reporting, we will advise our customer accordingly.

For the meantime, can we proceed for pre-survey as soon as possible, the vehicle is in our premises at Cycle & Carriage Ubi centre level 3 330 Ubi Road 3 408650.

Thank you,

Best Regards,

Ren Bagang
Motor Claims Service Advisor
H/P +65 85523293 D/D 65949166
email : renemer.bagang@ccfulco.com.sg
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 UBI Road 3 Singapore 408650
Tel : 67461000 Fax : 64875857

From: Lionel Chua [<mailto:lionel.chua@sg.cntaiping.com>]
Sent: Tuesday, 20 October 2020 9:41 AM
To: Claims Dept of CTI; Renemer Bagang
Subject: RE: OUR REF: SNM20D203914/C02/GBJ5389U/CHUAKK & YOUR REF: SFY440K -TO CONDUCT PRS & REVERT ON LIABILITY

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203914/C02/GBJ5389U/CHUAKK

Re: CL. SNM20D203914 – GBJ5398U / SFK440K ON 14.10.2020

We refer to the above accident.

Our Insured has yet to report the accident. We would like to seek you/your client cooperation on this matter.

While waiting for our insured to file Accident Report, kindly note that the Liability is a dispute from the accident.

Meanwhile, if there are any additional evidence / proof e.g. video footage or scene photographs, please submit to us and we shall revert to you accordingly.

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Thank you & Best regards.

Lionel Chua

Claims Department

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

Sent: Monday, October 19, 2020 5:41 PM

To: Lionel Chua <lionel.chua@sg.cntaiping.com>; renemer.bagang@ccfulco.com.sg

Subject: OUR REF: SNM20D203914/C02/GBJ5389U/CHUAKK & YOUR REF: SFY440K -TO CONDUCT PRS & REVERT ON LIABILITY

Dear Lionel,

Please conduct PRS-GBJ5389U soonest possible and our Insured/driver has not filed SAS Report.

Officer In Charge: Lionel Chua- DID 63896116

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
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From: Renemer Bagang <renemer.bagang@ccfulco.com.sg>

Sent: Monday, October 19, 2020 11:02 AM

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

Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Mars Ler <mars.ler@ccfulco.com.sg>

Subject: Re: Accident On 17/10/2020 Involving Our Insured SFY440K And Your Insured GBJ5389U

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, Vehicle in our premises at Cycle & Carriage Fulco Level 3 330 Ubi Road 3 408650.

Thank you,

Best Regards,

Ren Bagang
Motor Claims Service Advisor
H/P +65 85523293 D/D 65949166
email : renemer.bagang@ccfulco.com.sg
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