

Denise Tay (LKKAUTO)

From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Saturday, 13 March 2021 12:45 PM
To: Denise Tay (LKKAUTO)
Cc: Andre Chow En De; Coco Lu Ting; Kevin Leong Wai Kit; Edwin Abcede Caina
Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

Importance: High

Hi Denise,

Waiting customer send for repair soon. Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865202 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>
Sent: Friday, 12 March 2021 4:38 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

This email was sent from outside of your organisation

Dear Don,

Can update repair status?

SBT1881M

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Denise Tay (LKKAuto)

Sent: Thursday, 18 February 2021 1:07 PM

To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

Dear Don,

Can update repair status?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Friday, 4 December 2020 5:09 PM

To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

WITHOUT PREJUDICE

Hi Don,

We are prepare to proceed with direct settlement with your w/shop subject to our surveyor's recommendation and damage consistency with supporting documents.

Thank you.

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.

Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6116 | F: (65) 6225 5879

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From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>
Sent: Tuesday, December 1, 2020 3:27 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>
Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020
Importance: High

Hi Jenny,

Any update on the liability. Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



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 A member of the Landline Cycle & Carriage Group

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Wednesday, 25 November 2020 5:53 PM
To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

This email was sent from outside of your organisation

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please proceed to survey the vehicle.

Thank you.

NOTICE :

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Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6116 | F: (65) 6225 5879

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From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: Wednesday, November 25, 2020 5:51 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>

Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

Importance: High

We choose 9. Mohd Taufikh (LKK) to conduct the survey.

Thanks

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Wednesday, 25 November 2020 5:41 PM

To: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

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

Subject: RE: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

This email was sent from outside of your organisation

Without Prejudice

Our reference: SNM20D203974/C02/ SMM9278J/lewlc

Your reference: SBT1881M

Dear Sirs / Madam,

ACCIDENT INVOLVING SMM9278J & SBT1881M ON 19/10/2020

We refer to your email of 25/11/2020

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 Jenny Lew at 63896116 and email us at claimsdept@sg.cntaiping.com

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Regards,

Jenny Lew

Executive

Claims Department

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

Sent: Wednesday, November 25, 2020 5:33 PM

To: kionghua.bong@cyclecarriage.com.sg; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; coco.lu@cyclecarriage.com.sg; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; kevin.leong@cyclecarriage.com.sg; Jenny Lew <jenny.lew@sg.cntaiping.com>

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

Subject: O/R: SNM20D203974/C02/SMM9278J/LEWLC / FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

Dear Jenny,

Please conduct PRS for **SBT1881M**.

Note: officer in charge – Jenny Lew 63896172.

*** 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

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From: Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>

Sent: Wednesday, 25 November 2020 12:38 PM

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

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: FW: TP CHINA TAIPING SBT1881M AGAINTS SMM9278J DOA 19.10.2020

Importance: High

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number **(SBT1881M)**) to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number **SMM9278J**) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

Do let me know the liability at the soonest possible.

Don Bong
Claim Division Operations
209 Pandan Gardens
Singapore 609339



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