

Shiau Chan (LKKAuto)

From: Rasul (LKKAuto)
Sent: Tuesday, 16 March 2021 11:18 AM
To: Jen Lim
Cc: Jess Francis Carlos; Jobi Thomas; Eric Paul Glorioso; Yvonne Chew; Jason Wong; Stephanie Loke; Eva Kok; Tommy Woon Wui Tew; Jessica Harry Shastri; Shiau Chan (LKKAuto)
Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, // DOA: 02/12/2020 // FCOR

Hi Jen Lim,

Finalised amount is \$ 10,721.90 / 11 days of repair is confirmed

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Jen Lim [mailto:jen.lim@eurokars.com.sg]
Sent: Tuesday, 16 March, 2021 10:20 AM
To: Rasul (LKKAuto)
Cc: Jess Francis Carlos; Jobi Thomas; Eric Paul Glorioso; Yvonne Chew; Jason Wong; Stephanie Loke; Eva Kok; Tommy Woon Wui Tew; Jessica Harry Shastri
Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, // DOA: 02/12/2020 // FCOR

Hi Rasul,

Revised. COR \$10,721.90

Regards,

JEN LIM

Insurance Claims Admin
27A, Tanjong Penjuru
Singapore 609042



From: Rasul (LKKAuto) <Rasul@lkkauto.com>
Sent: 16 March 2021 10:13 AM
To: Jen Lim <jen.lim@eurokars.com.sg>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Eva Kok <eva.kok@eurokars.com.sg>; Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Jessica Harry Shastri <jessica.shastri@eurokars.com.sg>
Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, // DOA: 02/12/2020 // FCOR

Hi Jen Lim,

In the labour description column, TO SUPPLY NUMBER PLATE was not given, kindly check and confirm

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Jen Lim [<mailto:jen.lim@eurokars.com.sg>]

Sent: Tuesday, 16 March, 2021 9:53 AM

To: Rasul (LKKAuto)

Cc: Jess Francis Carlos; Jobi Thomas; Eric Paul Glorioso; Yvonne Chew; Jason Wong; Stephanie Loke; Eva Kok; Tommy Woon Wui Tew; Jessica Harry Shastri; Admin A

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, // DOA: 02/12/2020 // FCOR

Dear Rasul,

Our COR computation is attached for your agreement.

COR: **\$10,791.90** before GST

11 repair days (not including preparation of estimate, wait for survey/authorization/spare parts, Sat/Sun/PH)

Kindly confirm the above as soon as possible

Regards,

JEN LIM

Insurance Claims Admin

27A, Tanjong Penjuru

Singapore 609042



From: Eva Kok <eva.kok@eurokars.com.sg>

Sent: 27 January 2021 10:25 AM

To: Catherine Chua <catherine.chua@eurokars.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Jen Lim <jen.lim@eurokars.com.sg>
Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY
Importance: High

Dear Irene,

Good day to you.

Appreciate that you could reply us the status for the case.

There was no respond since 09 Dec 2020.

Kindly assist reply urgently.

Regards,

Eva Kok

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 **D:** (65) 6331 0683 **F:** (65) 6331 0690

Email: eva.kok@eurokars.com.sg



From: Catherine Chua <catherine.chua@eurokars.com.sg>

Sent: 13 January 2021 12:14 PM

To: Eva Kok <eva.kok@eurokars.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Irene

We attach the copy of the rear view video of the accident from our customer's in-car recorder for your viewing.

Hope that you can advise us on the liability as soon as possible.

Best Regards

Catherine Chua

Email: catherine.chua@eurokars.com.sg



From: Eva Kok <eva.kok@eurokars.com.sg>

Sent: 13 January 2021 11:04 AM

To: Catherine Chua <catherine.chua@eurokars.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul

Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Irene,

Appreciate that you could reply us for the above case urgently.

Thank you

Regards,



Eva Kok

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 **D:** (65) 6331 0683 **F:** (65) 6331 0690

E: eva.kok@eurokars.com.sg **W:** www.eurokarsgroup.com

From: Eva Kok

Sent: 06 January 2021 2:37 PM

To: Catherine Chua <catherine.chua@eurokars.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Importance: High

Dear Claims Department,

Appreciate that you could reply us on the liability status for the above case.

Thank you

Regards,



Eva Kok

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 **D:** (65) 6331 0683 **F:** (65) 6331 0690

E: eva.kok@eurokars.com.sg **W:** www.eurokarsgroup.com

From: Eva Kok

Sent: 21 December 2020 2:07 PM

To: Catherine Chua <catherine.chua@eurokars.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul

Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Irene,

Kindly assist on the liability for direct settlement for the case above.

Thank you

Regards,



Eva Kok

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690

E: eva.kok@eurokars.com.sg W: www.eurokarsgroup.com

From: Catherine Chua <catherine.chua@eurokars.com.sg>

Sent: 14 December 2020 6:08 PM

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

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eva Kok <eva.kok@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Irene

The abovementioned car has been surveyed last Friday.

Please advise whether liability has been cleared to proceed with direct settlement.

Thanks n Regards



Catherine Chua

Insurance Claims Executive

T: (65) 6331 0680 D: (65) 6331 0684

E: catherine.chua@eurokars.com.sg

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

From: Catherine Chua

Sent: 09 December 2020 2:05 PM

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

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eva Kok

<eva.kok@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew
<yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Thanks Irene

Arrangements for the survey is underway.

Is the liability for this case cleared for direct settlement?

Thanks n Regards



Catherine Chua

Insurance Claims Executive

T: (65) 6331 0680 D: (65) 6331 0684

E: catherine.chua@eurokars.com.sg

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

From: Catherine Chua

Sent: 09 December 2020 11:28 AM

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

Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eva Kok <eva.kok@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: RE: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Irene

Please appoint Marcus Chua.

Thanks n Regards



Catherine Chua

Insurance Claims Executive

T: (65) 6331 0680 D: (65) 6331 0684

E: catherine.chua@eurokars.com.sg

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.

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

Sent: 09 December 2020 11:20 AM

To: Catherine Chua <catherine.chua@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eva Kok <eva.kok@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>

Subject: FW: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Sir/Mdm,

Enclosed herewith the list of surveyors.

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Tuesday, December 8, 2020 8:01 PM

To: catherine.chua@eurokars.com.sg; Jess Francis Carlos <jess.carlos@eurokars.com.sg>;
jobi.thomas@eurokars.com.sg; eva.kok@eurokars.com.sg; eric.glorioso@eurokars.com.sg;
yvonne.chew@eurokars.com.sg; jason.wong@eurokars.com.sg; Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: O/R: SNM20D204715/C02/SKB2771D/TAYHP / FW: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Irene,

Please conduct PRS for **SLU7435E**.

Note: officer in charge – Irene Tay 63896192.

*** 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. 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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Catherine Chua <catherine.chua@eurokars.com.sg>
Sent: Tuesday, 8 December 2020 1:31 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eva Kok <eva.kok@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>
Subject: SLU7435E - THIRD PARTY CLAIMS, REQUEST FOR SURVEY

Dear Claims Officer

Please refer to the attached repair estimate and SAS.

Kindly arrange the survey at 27A Tanjong Penjuru (Level 5) and advise the liability/direct settlement status for this case.

Thanks n Regards



Catherine Chua

Insurance Claims Executive

T: (65) 6331 0680 **D:** (65) 6331 0684

E: catherine.chua@eurokars.com.sg

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.