

RE: OD / SNM20D204954/C01/THAMYL

Kenneth Ding <kenneth.ding@dingauto.sg>

Fri 15/1/2021 5:29 PM

To: 'Pauline Tham' <pauline.tham@sg.cntaiping.com>; ding@dingauto.sg <ding@dingauto.sg>**Cc:** SUR <sur@lkkauto.com>; 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>; 'Albert Chua' <albert.chua@sg.cntaiping.com>; 'SA 0406' <sa0406@dingauto.sg>; 'Accounts (Ding Auto)' <accounts@dingauto.sg>

Dear Pauline,

Good day to you.

Noted on your advice.

We have informed customer accordingly and advice him.

We will advice customer to consider to proceed with cash repair.

Thank you so much.

Best Regards,
Kenneth Ding
HP: 92313123

From: Pauline Tham [mailto:pauline.tham@sg.cntaiping.com]**Sent:** Friday, January 15, 2021 4:14 PM**To:** ding@dingauto.sg; kenneth.ding@dingauto.sg**Cc:** SUR; Claims Dept of CTI; Sherwin Beh (LKK Auto); Denise Tay (LKKAuto); Albert Chua**Subject:** RE: OD / SNM20D204954/C01/THAMYL**[Confidential]**

Hi Kenneth

We have tried to call insured back but was unsuccessful.

Base on the investigation result, there was a breach in the policy terms and condition and thus own damage claim for SFH5233Z is rejected.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.**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

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

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Thursday, January 7, 2021 11:38 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; ding@dingauto.sg; kenneth.ding@dingauto.sg

Cc: SUR <sur@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Subject: RE: OD / SNM20D204954/C01/THAMYL

Dear Kenneth,

This case is not authorise for repair.

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

Sent: Wednesday, 6 January 2021 5:31 PM

To: ding@dingauto.sg; kenneth.ding@dingauto.sg

Cc: SUR <sur@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Subject: RE: OD / SNM20D204954/C01/THAMYL

[Confidential]

Hi Sherwin

OD excess : \$750 , waiver \$500.00 = \$250.00

Please proceed with repair.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks.

Pauline Tham

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From: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Sent: Tuesday, January 5, 2021 12:00 PM

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

Subject: Re: OD / SNM20D204954/C01/THAMYL

Hello Pauline

After the investigations, we found no inconsistencies. The modified air intake system has been installed on the vehicle since the day the Insured Vehicle was bought pre-owned, to support the statement the owner had provided us with the STA pre-purchase evaluation report as proof. Attached is the STA evaluation report provided. The full investigation report will be sent over to you once ready.

Best Regards,

Sherwin Beh | Technical Investigator

LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315

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From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Monday, 4 January 2021 4:37 PM
To: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>
Cc: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: RE: OD / SNM20D204954/C01/THAMYL

[Confidential]

Dear Sherwin

Is there any inconsistencies?

Insured is checking if the repair can go ahead.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks.

Pauline Tham
Senior Executive
Claims Department

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From: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>
Sent: Wednesday, December 30, 2020 1:40 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: RE: OD / SNM20D204954/C01/THAMYL

Hello Pauline

I have interviewed the owner/driver of the Insured Vehicle. The owner mentioned that Insured Vehicle's modified air intake and front bumper was already installed on the Vehicle when it was bought. Owner had provided us with STA vehicle pre-purchase inspection report to support the above claims.

The investigation report will be send to you once ready.

Best Regards,

Sherwin Beh | Technical Investigator
LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Tuesday, 29 December 2020 4:10 pm
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Investigation <investigation@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Albert Chua <albert.chua@sg.cntaiping.com>
Subject: RE: OD / SNM20D204954/C01/THAMYL

Dear Pauline,

Will need to check with our investigator

Dear Sherwin,

Please update

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: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Tuesday, 29 December 2020 4:09 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Albert Chua <albert.chua@sg.cntaiping.com>
Subject: RE: OD / SNM20D204954/C01/THAMYL
Importance: High

[Confidential]

Hi Denise

Will we be able to know the outcome soon?

Insured checking when we can give a reply.

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Thanks.

Pauline Tham

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From: Claims Dept of CTI

Sent: Monday, December 28, 2020 1:16 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: RE: OD / SNM20D204954/C01/THAMYL

Dear Sir,

Kindly note case handler is Pauline Tham.

Dear Pauline,

Fya.

*** Kindly quote our reference number when replying.

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Thank you

Chong Boon Sen
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
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DID: (65) 63896116 | F: (65) 62247175

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From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Thursday, 24 December 2020 1:40 PM
To: Albert Chua <albert.chua@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: OD / SNM20D204954/C01/THAMYL

Dear Albert,

We have receive an approval in merimen, but according to our surveyor, Flood case, air intake found modify, Suggest to conduct investigation.

Please advise

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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