

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 25 January 2021 12:02 PM
To: Pauline Tham
Cc: Claims Dept of CTI; SUR
Subject: RE: OUR REF: SNM21D200370/C02/GBH4306B/THAMYL & YOUR REF: PC 3036 Y - TPP-TO CONDUCT PRS

Dear Pauline,

Please be informed that we have inspected the vehicle PC 3036Y on 22/01/2021.

We are pending for estimate from repairer.

Kindly assist to create claim in Merimen System.

The make & model is TOYOTA HIACE (A) (2982cc).

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Friday, 22 January 2021 11:58 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: Re: OUR REF: SNM21D200370/C02/GBH4306B/THAMYL & YOUR REF: PC 3036 Y -TPP-TO CONDUCT PRS

Dear Sir/Madam,

Thank you for your assignment.

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,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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: Friday, 22 January 2021 11:12 AM
To: Elaine Chia <elainesyms@gmail.com>
Cc: admin@serveyou.com.sg <admin@serveyou.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: OUR REF: SNM21D200370/C02/GBH4306B/THAMYL & YOUR REF: PC 3036 Y -TPP-TO CONDUCT PRS

[Confidential]

Without Prejudice

Dear Elaine

Thanks for reply

Dear LKK

Please conduct PRS.

** 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. . 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:** 太平獅城 Taiping SG

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From: Elaine Chia <elainesyms@gmail.com>
Sent: Friday, January 22, 2021 11:11 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: admin@serveyou.com.sg; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: OUR REF: SNM21D200370/C02/GBH4306B/THAMYL & YOUR REF: PC 3036 Y -TPP-TO CONDUCT PRS

LKK , Kenneth Kong

Thank you.

Elaine Chia

Serve You Motor Service

Blk 5033 Ang Mo Kio Ind Park 2

#01-265 (S) 569536

H/P: 9239 3188 Tel: 6481 0555 / 6481 5652

Fax: 6483 1654

On Fri, Jan 22, 2021 at 11:04 AM Pauline Tham <pauline.tham@sg.entaiping.com> wrote:

[Confidential]

Without Prejudice

Dear Sirs

We refer to your email of even date.

We intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop.

We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

LKK / FTA

Marcus Chua
Gary Soon
Kenneth Kong
Chow Bo Xiong
Adrian Ling
Ben Chua
Mohd Taufikh
Ng You Han
Steve Chen
Henry Ng

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

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.

Thank you.

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

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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

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獅城 Taiping SG

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From: Claims Dept of CTI

Sent: Friday, January 22, 2021 11:03 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; admin@serveyou.com.sg;
elainesyms@gmail.com

Subject: OUR REF: SNM21D200370/C02/GBH4306B/THAMYL & YOUR REF: PC 3036 Y -TPP-TO
CONDUCT PRS

Dear Pauline,

Please conduct PRS-**PC3036Y** soonest possible.

Officer In Charge: Pauline Tham- DID 63896541.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo

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
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From: Shirley Lim <admin@serveyou.com.sg>

Sent: Thursday, January 21, 2021 2:06 PM

To: Claims Dept of China Taiping Insurance (e-claims) <e-claims@sg.cntaiping.com>;
Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: 'Elaine Chia' <elainesyms@gmail.com>

Subject: Arrange for PRI for Our Ref: PC 3036 Y / Your Ref: GBH 4306 B (Accident Date : 20/01/2021)

Hi Sir / Mdm,

RE :Arrange for PRI for Our Ref: **PC 3036 Y / Your Ref: GBH 4306 B (Accident Date : 20/01/2021)**

Survey department:

Kindly Arrange for PRI for **Our Ref: PC 3036 Y / Your Ref: GBH 4306 B (Accident Date : 20/01/2021)** at our w/shop.

Please arrange the survey time and date with MS ELAINE CHIA at Mobile no: 9239 3188.

Will forward the GIA report in due course.

Motor claim department:

Kindly let us know the claim reference number and officer in charge to ease the claim process.

Thank you.

Please feel free to contact us directly if you require further assistance/information.

Thank You.

Regards,

Shirley Lim

Blk 5033, Ang Mo Kio Industrial Park 2,
#01-265

Singapore 596536

Tel: 64810555 / 64815652