

Re: FINALIZE - SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

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

Thu 8/7/2021 8:35 AM

To: Ng Mei Yen <meiyen.ng@eurokars.com.sg>; Admin A <admin-a@lkkauto.com>

Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Ronald Yap <ronald.yap@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>

Dear Mei Yen,

Confirm final figure at \$4833.50, 3days instead of 4days before GST

Please submit your bill direct to China taiping

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: Ng Mei Yen <meiyen.ng@eurokars.com.sg>

Sent: Wednesday, 7 July 2021 6:15 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Ronald Yap <ronald.yap@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>

Subject: RE: FINALIZE - SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Hi Denise,

Can we finalize this case by this week ?

Thanks & regards,
MeiYen

From: Ng Mei Yen

Sent: 29 June 2021 1:31 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin A (admin-a@lkkauto.com) <admin-a@lkkauto.com>

Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Ronald Yap <ronald.yap@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>

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Hi Denise,

Here are the before paint photos.

Thanks & regards,
MeiYen

From: Ng Mei Yen
Sent: 29 June 2021 11:43 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin A (admin-a@lkkauto.com) <admin-a@lkkauto.com>
Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Ronald Yap <ronald.yap@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>
Subject: FINALIZE - SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Dear Dennis,

Our COR computation is attached for your agreement.

COR: **\$4,833.50** before GST & Excess

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

Kindly confirm the above as soon as possible.

Best Regards

Mei Yen

Customer Service Coordinator

27A, Tanjong Penjuru

Singapore 609042

Email: meiyen.ng@eurokars.com.sg



From: Ronald Yap <ronald.yap@eurokars.com.sg>
Sent: 29 June 2021 11:26 AM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Ng Mei Yen <meiyen.ng@eurokars.com.sg>; Sonia Teo <sonia.teo@eurokars.com.sg>
Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Dear Mei Yen / Sonia,

Please finalize with LKK.

Thank You,

Ronald Yap
TransEurokars Pte Ltd
5 Ubi Close
S408605

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: 29 June 2021 11:21 AM
To: Ronald Yap <ronald.yap@eurokars.com.sg>
Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Subject: Re: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Hi,

would like to check on the repair status for SMH 502Y

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 4 May 2021 3:19 PM

To: 'Ronald Yap' <ronald.yap@eurokars.com.sg>; 'Pauline Tham' <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: 'Tommy Woon Wui Tew' <tommy.woon@eurokars.com.sg>; 'Jess Francis Carlos' <jess.carlos@eurokars.com.sg>

Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Dear Ronald,

Noted with thanks.

Survey on 17-may-21 10a.m owner waiting.

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)

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.

From: Ronald Yap <ronald.yap@eurokars.com.sg>

Sent: Tuesday, 4 May, 2021 3:12 PM

To: 'Summer (LKK Auto)' <admin-d@lkkauto.com>; 'Pauline Tham' <pauline.tham@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Yes maam owner waiting.

Thank You,

Ronald Yap
5 Ubi Close
S408605
TransEurokars Pte Ltd

From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: 04 May 2021 3:03 PM
To: Ronald Yap <ronald.yap@eurokars.com.sg>; 'Pauline Tham' <pauline.tham@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>
Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Dear Ronald,

Owner waiting?

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)

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.

From: Ronald Yap <ronald.yap@eurokars.com.sg>
Sent: Tuesday, 4 May, 2021 2:56 PM
To: 'Pauline Tham' <pauline.tham@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; Nivitha (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>
Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Dear LKK,

Please arrange survey on 17 May @ 10AM.

Thank You,

Ronald Yap
5 Ubi Close
S408605
TransEurokars Pte Ltd

From: Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]
Sent: 09 February 2021 2:52 PM
To: Ronald Yap <ronald.yap@eurokars.com.sg>; 'SUR' <sur@lkkauto.com>; Nivitha (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Eva Kok

<eva.kok@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Yvonne Chew
<yvonne.chew@eurokars.com.sg>; Jen Lim <jen.lim@eurokars.com.sg>; Jessica Harry Shastri
<jessica.shastri@eurokars.com.sg>

Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y /
DOA: 24JAN2021

Without Prejudice

Dear Ronald

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](tel:62247175). Any inconvenience caused is much regretted

Thanks.

Pauline Tham

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: Ronald Yap <ronald.yap@eurokars.com.sg>

Sent: Tuesday, February 9, 2021 2:50 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>;
Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tommy Woon Wui Tew
<tommy.woon@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Eva Kok
<eva.kok@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Yvonne Chew
<yvonne.chew@eurokars.com.sg>; Jen Lim <jen.lim@eurokars.com.sg>; Jessica Harry Shastri
<jessica.shastri@eurokars.com.sg>

Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Hi Pauline, please assign to LKK.

Thank You,

Ronald Yap
5 Ubi Close
S408605
TransEurokars Pte Ltd

From: Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]

Sent: 09 February 2021 2:46 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ronald Yap <ronald.yap@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Eva Kok <eva.kok@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jen Lim <jen.lim@eurokars.com.sg>; Jessica Harry Shastri <jessica.shastri@eurokars.com.sg>

Cc: CHYE KWEE YEOW & CO. <ckyacc2@gmail.com>

Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Importance: High

Without Prejudice

Hi Ronald

Please reply soon.

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

NOTICE :

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Thanks.

Pauline Tham

Head of Motor Claims Section II
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: Pauline Tham

Sent: Tuesday, February 9, 2021 11:58 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; ronald.yap@eurokars.com.sg; stephanie.loke@eurokars.com.sg; tommy.woon@eurokars.com.sg; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; eva.kok@eurokars.com.sg; Jobi Thomas <jobi.thomas@eurokars.com.sg>; yvonne.chew@eurokars.com.sg; jen.lim@eurokars.com.sg; jessica.shastri@eurokars.com.sg

Cc: CHYE KWEE YEOW & CO. <ckyacc2@gmail.com>

Subject: RE: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

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
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: Claims Dept of CTI

Sent: Tuesday, February 9, 2021 11:30 AM

To: ronald.yap@eurokars.com.sg; stephanie.loke@eurokars.com.sg; tommy.woon@eurokars.com.sg; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; eva.kok@eurokars.com.sg; Jobi Thomas <jobi.thomas@eurokars.com.sg>; yvonne.chew@eurokars.com.sg; jen.lim@eurokars.com.sg; jessica.shastri@eurokars.com.sg; Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: CHYE KWEE YEOW & CO. <ckyacc2@gmail.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM21D200760/C02/GBF7893M/THAMYL / FW: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Without Prejudice
Save as to costs

Dear Pauline,

Please conduct PRS for SMH502Y. (Insured not reported).

Note: officer in charge –Pauline Tham 63896541.

*** 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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Ronald Yap <ronald.yap@eurokars.com.sg>
Sent: Monday, 8 February 2021 6:16 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Stephanie Loke <stephanie.loke@eurokars.com.sg>; Tommy Woon Wui Tew <tommy.woon@eurokars.com.sg>; Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Eva Kok <eva.kok@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Jen Lim <jen.lim@eurokars.com.sg>; Jessica Harry Shastri <jessica.shastri@eurokars.com.sg>
Subject: YOUR REF: GBF7893M / OUR REF: SMH502Y / DOA: 24JAN2021

Dear Claims Dept,

As attached, please lodge this claims against your insured and advise the liability once established.

Survey to be arranged ASAP.

Thank You,

Ronald Yap
5 Ubi Close
S408605
TransEurokars Pte Ltd