

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Thursday, 15 April 2021 9:54 AM
To: Kaitlyn Chio
Cc: Admin A
Subject: RE: CHECK LIABILITY - SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

- Please do not send the LOD to our principal for direct settlement.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Kaitlyn Chio <kaitlyn.chio@ow.sg>

Sent: Thursday, 15 April 2021 9:43 AM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: FW: CHECK LIABILITY - SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Dear Asher,

Based on China Taiping, for this case we should check the liability with you.

Enclosed marked estimate, scene video and photos for your perusal.

Would like to check on the liability for this case asap.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ[®] PTE. LTD.

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From: Kaitlyn Chio

Sent: Wednesday, 14 April 2021 10:55 AM

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

Subject: FW: CHECK LIABILITY - SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Dear Irene,

Enclosed marked estimate, scene video and photos for your perusal.

Has your insured reported ?

Would like to check on the liability for this case asap.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

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From: Kaitlyn Chio

Sent: Monday, 12 April 2021 1:13 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Subject: FW: CHECK LIABILITY - SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Dear Motor Claims Department,

Enclosed marked estimate, scene video and photos for your perusal.

Has your insured reported ?

Would like to check on the liability for this case asap.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

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From: Kaitlyn Chio

Sent: Friday, 9 April 2021 8:54 AM

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

Subject: FW: CHECK LIABILITY - SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Dear Irene,

Any updates on the liability for this case ?

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

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From: Kaitlyn Chio

Sent: Wednesday, 7 April 2021 2:49 PM

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

Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>

Subject: CHECK LIABILITY - SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIHING), DOA: 31/03/2021

Dear Irene,

Enclosed marked estimate, scene video and photos for your perusal.

Has your insured reported ?

Would like to check on the liability for this case.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

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From: Kaitlyn Chio

Sent: Tuesday, 6 April 2021 12:59 PM

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

Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>

Subject: RE: SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIHING), DOA: 31/03/2021

Dear Irene,

We appointed Kenneth Kong (LKK).

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

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

Sent: Tuesday, 6 April 2021 12:47 PM

To: Kaitlyn Chio <kaitlyn.chio@ow.sg>; Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>

Subject: FW: SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Dear Sirs

We refer to your email.

Take Notice that we shall not be accepting any of your surveyors as SJE.

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 email us at claimsdept@sg.cntaiping.com

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. Any inconvenience caused is much regretted.

Best 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

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

Sent: Tuesday, April 6, 2021 11:54 AM

To: Kaitlyn Chio <kaitlyn.chio@ow.sg>; Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: O/R: SNM21D201940/C02/SCK8280L/TAYHP / FW: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIHING), DOA: 31/03/2021

Without Prejudice

Save as to costs

Dear Irene,

Please conduct PRS for **SMS3962A**.

Note: officer in charge –Irene Tay 63896192.

*** Kindly quote our reference number when replying.

NOTICE :

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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: Kaitlyn Chio <kaitlyn.chio@ow.sg>

Sent: Tuesday, 6 April 2021 8:37 AM

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

Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low

<joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>

Subject: RE: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Dear Boon Sen,

Enclosed GIA for your perusal.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)

Claims Executive, Motor Claims Department

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

Sent: Monday, 5 April 2021 6:11 PM

To: Kaitlyn Chio <kaitlyn.chio@ow.sg>

Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>

Subject: RE: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Without prejudice

Dear Kaitlyn,

Pls advise on accident timing and location for us to process pri.

Pls provide gia report.

*** 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: Kaitlyn Chio <kaitlyn.chio@ow.sg>
Sent: Monday, 5 April 2021 1:53 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Lily Loi <lily.loi@ow.sg>; Eve Tan <Eve.tan@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>
Subject: PRI - SMS3962A CLAIMING AGAINST SCK8280L (CHINA TAIPING), DOA: 31/03/2021

Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

Thank you.

Best Regards,

Kaitlyn Chio (Ms.)
Claims Executive, Motor Claims Department
D: +65 6481 1522 | F: +65 6481 1011

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