

Veron Chen (LKKAUTO)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Friday, 30 April 2021 10:04 AM
To: Ho Yue Meng; aishah_mohd_isa@tanchong.com
Cc: Claims Dept of CTI; Admin-D (LKKAUTO); SUR; assignments
Subject: RE: OUR REF: SNM21D202377/C02/SME7329B/LEWLC & YOUR REF: SKV9649Z TO CONDUCT PRS & REVERT ON LIABILITY

WITHOUT PREJUDICE

Dear YM Ho,

We refer to the above.

We are prepared to proceed with direct settlement with your w/shop subject to our surveyor's recommendation and damage consistency with supporting documents.

Thank you.

** 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.

Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Summer (LKK AUTO) <admin-d@lkkauto.com>
Sent: Monday, April 26, 2021 2:18 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D202377/C02/SME7329B/LEWLC & YOUR REF: SKV9649Z TO CONDUCT PRS & REVERT ON LIABILITY

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 26 April, 2021 2:00 PM
To: Ho Yue Meng <ho_yue_meng@tanchong.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D202377/C02/SME7329B/LEWLC & YOUR REF: SKV9649Z TO CONDUCT PRS & REVERT ON LIABILITY

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.
Please note that insured yet to lodge report.

Aside to LKK,

Please proceed to survey the vehicle.

Thank you.

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

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Regards,

Jenny Lew
Executive
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From: Ho Yue Meng <ho_yue_meng@tanchong.com>

Sent: Monday, April 26, 2021 1:46 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM21D202377/C02/SME7329B/LEWLC & YOUR REF: SKV9649Z TO CONDUCT PRS & REVERT ON LIABILITY

Importance: High

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Ms Jenny,

Thank-you for your e-mail.

We have no preference on the surveyor, you may assign any surveyor on your side.

Please advise the liability status soonest and we will arrange for the survey once liability has been cleared in our customer's favour.

Thank-you.

Best Regards

YM Ho

TC Autoclinic Pte Ltd

No 1 Sixth Lok Yang Road

Singapore 628099

DID : 67038432

From: Jenny Lew [<mailto:jenny.lew@sg.cntaiping.com>]

Sent: 26 April, 2021 11:22 AM

To: Ho Yue Meng <ho_yue_meng@tanchong.com>

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

Subject: RE: OUR REF: SNM21D202377/C02/SME7329B/LEWLC & YOUR REF: SKV9649Z TO CONDUCT PRS & REVERT ON LIABILITY

Without Prejudice

Our reference: **SNM21D202377/C02/SME7329B/lewlc (insured yet to lodge accident)**

Your reference: **SKV9649Z**

Dear Sirs / Madam,

ACCIDENT INVOLVING SME7329B & SKV9649Z on 22/04/2021

We refer to your email of 24/04/2021.

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 contact Jenny Lew 6389 6172 and email us at claimsdept@sg.cntaiping.com

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

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Regards,

Jenny Lew

Executive
Claims Department

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

Sent: Monday, April 26, 2021 10:58 AM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Ho Yue Meng <ho_yue_meng@tanchong.com>

Subject: OUR REF: SNM21D202377/C02/SME7329B/LEWLC & YOUR REF: SKV9649Z TO CONDUCT PRS & REVERT ON LIABILITY

Importance: High

WITHOUT PREJUDICE

Dear Jenny,

Please **conduct PRS SKV9649Z** soonest possible and our Insured has not filed SAS Report.

Officer In Charge: Jenny Lew- DID 6389 6172.

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
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From: Ho Yue Meng <ho_yue_meng@tanchong.com>
Sent: Saturday, April 24, 2021 10:46 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Aishah <aishah_mohd_isa@tanchong.com>; kimchan@eureka.sg
Subject: Accident Involving SKV9649Z and SME7329B on 22/04/2021
Importance: High

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir,

Our customer, owner of vehicle SKV9649Z was involved in an accident with your insured vehicle SME7329B on 22/04/2021 and our customer wanted to make a 3rd Party Direct Settlement with your company.

Please find attached for details.

We will arrange for survey once liability has been established to be in our customer's favour.

Thank-you.

Best Regards
YM Ho
TC Autoclinic Pte Ltd
No 1 Sixth Lok Yang Road
Singapore 628099
DID : 67038432