

**Veron Chen (LKKAUTO)**

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**From:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>  
**Sent:** Monday, 21 June 2021 3:18 PM  
**To:** Vin Lew; Irene Tan  
**Cc:** Claims Dept of CTI; Irene Tan; Sales; Tan Ling Ling  
**Subject:** RE: RE : SNM21D201074/C01/SJU920R Date of Loss : 02/02/2021 Repairing instead of CTL

Without Prejudice  
Save as to cost

Hi Sir,

noted with your acceptance.

Aside to Garage 13,

Please proceed to repair the vehicle.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thanks and Best Regards

**Billy Tan**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896175 | F: (65) 62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Vin Lew <vinlew7@gmail.com>

**Sent:** Monday, 21 June 2021 2:47 PM

**To:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tan <motor@iaconsultingsg.com>; Sales <sales@garage13.com.sg>; Tan Ling Ling <candy@iaconsultingsg.com>

**Subject:** Re: RE : SNM21D201074/C01/SJU920R Date of Loss : 02/02/2021 Repairing instead of CTL

**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.

I accept the above terms and condition . Please proceed according.

On Mon, 21 Jun 2021 at 14:45, Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)> wrote:

[Confidential]

Dear Sirs

We refer to the above matter.

You had submitted a claim for damages to your motor vehicle number SJU920R against your motor insurance policy as a result of the accident on 2 February 2021.

As you are aware, our surveyors had recommended that in view of the extensive damage to your motor vehicle and taking into account other factors, they are of the view that your vehicle was not economical to be repaired.

Under the motor insurance policy in the event of a total loss or where it is not economical to repair the vehicle, we have the option to treat the insured vehicle as total loss and pay you or the hire purchase owner the balance amount if any.

We would like to bring to your attention that once our surveyors have opined that it is not economical to repair your motor vehicle in view of the extensive damage to the critical parts of your motor vehicle, it is not our policy to allow the vehicle to be repaired.

However, we note that you have proposed that you wish to repair the vehicle and request us to allow M/s Garage 13 Pte Ltd as your preferred workshop to follow up on the repairs though the vehicle was not economical to be repaired.

As a gesture of goodwill, we shall allow repairs of SJU920R at your preferred workshop, **M/s Garage 13 Pte Ltd** who undertake to repair the vehicle at **S\$15,000.00 before Section I Excess of S\$750.00 plus GST, if applicable**, subject to:

1. China Taiping will only be paying out \$11,775 (GST inclusive), balance to be borne by Mr Lim Chin Cheong James.
2. In the event that repair cost exceed the estimated amount, Mr Lim Chin Cheong James will borne all balance amount arising out of it.
3. We **shall not be liable** for further claims, if any, during and after the repairs of SJU920R arising out of this accident;
4. We **shall not be liable for any Towing fees** incurred that required you to tow to your preferred workshop.
5. Our appointed shall **re-inspect** the vehicle **before spray painting**.

We will pay to M/s Garage 13 Pte Ltd upon receiving following document:

1. Original Final Repair bill;
2. Satisfaction Voucher duly stamped and signed by Mr Lim Chin Cheong James;
3. Photographs after repair and before Spray Painting

Kindly let have your written confirmation of the above terms and conditions for our next course of action.

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Thanks and Best Regards

**Billy Tan**

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