

## Celine Fong (LKKAuto)

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**From:** Coco Lu Ting <coco.lu@cyclecarriage.com.sg>  
**Sent:** Monday, 5 July 2021 9:28 AM  
**To:** Pauline Tham; SUR; Admin-D (LKKAuto); assignments  
**Cc:** Claims Dept of CTI; Andre Chow En De; Kevin Leong Wai Kit; Edwin Abcede Caina  
**Subject:** RE: SNM21D203543/C02/GBC788X/THAMYL / FW: our veh SLT2233J, your veh GBC788X on 22/06/2021

Dear Pauline,

Our customer want to withdraw claim, as your insured already do private settlement with him. thank you

Best regards

Coco Lu Ting  
Executive – Customer Service  
Claim Division Operations Body & Paint Centre  
209 Pandan Gardens  
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
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 A member of the Jardine Cycle & Carriage Group

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Friday, 25 June, 2021 11:59 AM  
**To:** Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; sur@lkkauto.com; Summer (LKK Auto) <admin-d@lkkauto.com>; assignments@lkkauto.com  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>  
**Subject:** RE: SNM21D203543/C02/GBC788X/THAMYL / FW: our veh SLT2233J, your veh GBC788X on 22/06/2021

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**Without Prejudice**

Dear Coco

Thanks for reply

We are not able to comment on liability yet as we are still waiting for insured accident report.

Dear LKK

Please conduct PRS

\*\* 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. 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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Sent:** Friday, June 25, 2021 9:01 AM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM21D203543/C02/GBC788X/THAMYL / FW: our veh SLT2233J, your veh GBC788X on 22/06/2021

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Dear Pauline,

We choose LKK Steve. Thank you

Best regards

Coco Lu Ting  
Executive – Customer Service  
Claim Division Operations Body & Paint Centre  
209 Pandan Gardens  
Singapore 609339



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

**Sent:** Friday, 25 June, 2021 8:55 AM

**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D203543/C02/GBC788X/THAMYL / FW: our veh SLT2233J, your veh GBC788X on 22/06/2021

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## 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.

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

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](mailto: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

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Thursday, June 24, 2021 7:47 PM

**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>; Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM21D203543/C02/GBC788X/THAMYL / FW: our veh SLT2233J, your veh GBC788X on 22/06/2021

Without Prejudice

Dear Pauline,

Please conduct PRS for SLT2233J. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

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

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**From:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>

**Sent:** Thursday, 24 June 2021 3:19 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>

**Subject:** our veh SLT2233J, your veh GBC788X on 22/06/2021

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Dear officer in charge,

Please advise us the liability for this case. Attached the related documents for your reference.

Best regards

Coco Lu Ting  
Executive – Customer Service  
Claim Division Operations Body & Paint Centre  
209 Pandan Gardens  
Singapore 609339



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**From:** PGLJ06 <[PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg)>  
**Sent:** Thursday, 24 June, 2021 1:50 PM  
**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Subject:** scan to email

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