

## Veron Chen (LKKAuto)

---

**From:** Joseph Low <joseph@ow.sg>  
**Sent:** Friday, 6 August 2021 11:21 AM  
**To:** Tan Chew Chik Jacqueline; SUR; assignments  
**Cc:** Claims Dept of CTI; Eve Tan; Ling Ting An; Victor Seng; Kaitlyn Chio; Adeline Lim  
**Subject:** LOD - SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021  
**Attachments:** SLK5659S LOD.pdf

Our Ref: SLK5659S / TP#1377  
Your Ref: SLK9853X / SNM21D204191

Without Prejudice

Dear Motor Claim Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$ 3,905.50
- Loss of Use	S\$ 480.00 (\$80.00 x 06 Days)
- LTA / GIA Search	S\$ 2.00

**Grand Total** **S\$ 4,387.50**

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Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

Best Regards,

**Joseph Low (Mr.)**  
Motor Claim Officer  
Mobile: (+65) 9119 1886

**OPTIMA WERKZ™ PTE. LTD.**

**Head Office:** 8 Kung Chong Road Singapore 159143  
**Branch:** 9A Serangoon North Ave 5 Singapore 554500  
**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

**Tel:** (+65) 6472 1313 **Fax:** (+65) 6472 2112  
**Tel:** (+65) 6484 9919 **Fax:** (+65) 6481 1993  
**Tel:** (+65) 6481 1522 **Fax:** (+65) 6481 1011

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**From:** Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Friday, 30 July 2021 11:25 am  
**To:** Kaitlyn Chio <kaitlyn.chio@ow.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Eve Tan <Eve.tan@ow.sg>; Grant Chong <grant.chong@ow.sg>; Joseph Low <joseph@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Victor Seng <victor.seng@ow.sg>  
**Subject:** RE: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

**WITHOUT PREJUDICE**  
**SAVE AS TO COST**

Dear Kaitlyn,

Liability is cleared for your client.

Please let us have your documents once repair cost and days are finalised with our surveyor.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Sent:** Friday, 30 July 2021 10:59 AM

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Grant Chong <[grant.chong@ow.sg](mailto:grant.chong@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

**Subject:** RE: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

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Dear Jacqueline,

Any updates on the liability for this case ?

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

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

**OPTIMA//WERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 169143

**Branch:** 9A Serangoon North Ave 5 Singapore 554500

**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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---

**From:** Kaitlyn Chio

**Sent:** Thursday, 29 July 2021 12:28 PM

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments

<[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Grant Chong <[grant.chong@ow.sg](mailto:grant.chong@ow.sg)>; Joseph

Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

**Subject:** RE: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

Dear Jacqueline,

Enclosed for your perusal

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**

Claims Executive, Motor Claims Department

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

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**Head Office:** 6 Kung Chong Road Singapore 169143

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**From:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Thursday, 29 July 2021 12:22 PM

**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Grant Chong <[grant.chong@ow.sg](mailto:grant.chong@ow.sg)>; Joseph

Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

**Subject:** RE: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

**WITHOUT PREJUDICE**

## **SAVE AS TO COST**

Dear Kaitlyn,

As mentioned in the SAS report submitted by your driver, there is a video recording of the accident.

Kindly forward us a copy of the said video footage for our review.

Thank you.

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Tan Chew Chik Jacqueline

**Sent:** Thursday, 29 July 2021 12:12 PM

**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Grant Chong <[grant.chong@ow.sg](mailto:grant.chong@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[lingan.ling@ow.sg](mailto:lingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

**Subject:** RE: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

### **WITHOUT PREJUDICE**

Dear Kaitlyn,

we will assign LKK to conduct the Pre-repair Inspection.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange Mr. Kenneth conduct the PRS.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

*Jacqueline Tan*

Senior Executive  
Claims Department  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Thursday, 29 July 2021 11:55 AM  
**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Grant Chong <[grant.chong@ow.sg](mailto:grant.chong@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>  
**Subject:** RE: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

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Dear Jacqueline,

We appointed Kenneth Kong (LKK).

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:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Sent:** Thursday, 29 July 2021 11:54 AM  
**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Grant Chong <[grant.chong@ow.sg](mailto:grant.chong@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

## Without Prejudice

**Our reference: SNM21D204191/C02/SLK9853X/TANCHC**  
**Your reference: SLK5659S**

Dear Sirs,

### **ACCIDENT INVOLVING SLK9853X & SLK5659S ON 27/07/2021**

We refer to your email of 29/07/2021.

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.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

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

**Sent:** Thursday, 29 July 2021 11:51 AM

**To:** [kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg); [Eve.tan@ow.sg](mailto:Eve.tan@ow.sg); [grant.chong@ow.sg](mailto:grant.chong@ow.sg); [joseph@ow.sg](mailto:joseph@ow.sg); [tingan.ling@ow.sg](mailto:tingan.ling@ow.sg); [victor.seng@ow.sg](mailto:victor.seng@ow.sg); Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

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

**Subject:** O/R: SNM21D204191/C02/SLK9853X/TANCHC / FW: PRI - SLK5659S CLAIMING AGAINST SLK9853X (CHINA TAIPING), DOA: 27/07/2021

Without Prejudice

Dear Jacqueline,

Please conduct PRS for SLK5659S. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge Jacqueline Tan 63896185.

\*\*\* 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

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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>

**Sent:** Thursday, 29 July 2021 8:28 AM

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

**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Grant Chong <[grant.chong@ow.sg](mailto:grant.chong@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>

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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

**OPTIMA//WERKZ™ PTE. LTD.**

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