# **Huey Yon (LKKAuto)**

**From:** Finalization

**Sent:** Wednesday, 1 February 2023 5:07 PM

**To:** Chong Chee Kong

**Cc:** Shiau Chan (LKKAuto); Huey Yon (LKKAuto)

Subject: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

Hi Mr Chong,

Kindly inform the previous TMA has been used and depreciated for 12 years 10 months.

Damaged TMA cost: \$33,600.00 12 years 10 months Depreciation - 50%: \$16,800.00

Newly bought TMA cost: \$53,000.00 Less previous TMA depreciation: -\$16,800.00

Balance recommended to pay: \$36,200.00 (round off = \$36,000.00)

Best Regards, case handler

LKK Auto Consultants Pte.Ltd.
Phone: 6256-3561 Fax: 62564315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Chong Chee Kong <cheekong.chong@samwoh.com.sg>

Sent: Wednesday, February 1, 2023 3:48 PM
To: Finalization <finalization@lkkauto.com>
Cc: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

Hi, Case Handler,

Append last Tax Invoice for damaged TMA and quotation for your reference.

Chong Chee Kong

Insurance

# **Samwoh Corporation Pte Ltd**

12 KRANJI WAY SAMWOH SMART HUB, SINGAPORE 739454

• Tel: +65 62697288 Ext: 682 • Fax: +65 6368 2886 •

Mobile 92376951 • www.samwoh.com

Please consider the environment before printing this email.

On Wed, 1 Feb 2023 at 12:35, Finalization < <a href="mailto:finalization@lkkauto.com">finalization@lkkauto.com</a> wrote: Hi Mr Chong,

We have review the new TMA invoice. Kindly request invoice of the previous TMA.

Best Regards, case handler

LKK Auto Consultants Pte.Ltd.
Phone: 6256-3561 Fax: 62564315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: Chong Chee Kong <cheekong.chong@samwoh.com.sg>

Sent: Monday, 16 January 2023 12:37 PM

**To:** Denise Tay (LKKAuto) < <u>denisetay@lkkauto.com</u>> **Cc:** Steve Chen (LKK Auto) < <u>SteveChen@lkkauto.com</u>>

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

# WITHOUT PREJUDICE

Hi Denise Tay,

The repair was completed in 30th Sep 2021.

Append tax invoice and delivery order for your action to conclude the claim and submit it to insurer for payment.

Please let us have the payment cheque of S\$56,710.00 make payable to "Samwoh Corporation Pte Ltd"

Please do not hesitate to call me for clarification.

Chong Chee Kong Insurance

# **Samwoh Corporation Pte Ltd**

12 KRANJI WAY SAMWOH SMART HUB, SINGAPORE 739454

• Tel: +65 62697288 Ext: 682 • Fax: +65 6368 2886 •

Mobile 92376951 www.samwoh.com

Please consider the environment before printing this email.

On Fri, 25 Mar 2022 at 15:03, Denise Tay (LKKAuto) < denisetay@lkkauto.com > wrote:

Hi,

How is the repair status?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: <u>6256-3561</u> | email: <u>denisetay@lkkauto.com</u> | fax: <u>6256-4315</u> Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

Sent: Tuesday, 7 September 2021 5:46 pm

To: <a href="mailto:cheekong.chong@samwoh.com.sg">cheekong.chong@samwoh.com.sg</a>

**Cc:** Denise Tay (LKKAuto) < <u>denisetay@lkkauto.com</u>>

Subject: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

Hi Mr Chong,

Without prejudice kindly proceed to repair and provide us the purchase invoice which will based on Insurance company's discretion to pay.

Kindly inform us take photo new and replaced part.

# Thanks.

Best Regards, Steve Chen | Automotive Assessor LKK Auto Consultants Pte Ltd

Phone: 81117723/6256-3561 | email: <u>stevenfoong@lkkauto.com</u>| fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Denise Tay (LKKAuto) < <a href="mailto:denisetay@lkkauto.com">denisetay@lkkauto.com</a>>

Sent: Tuesday, 7 September 2021 2:07 pm

To: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

Subject: Fw: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

Best Regards,

Denise Tay | Case Handler LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

From: Denise Tay (LKKAuto) < denisetay@lkkauto.com>

Sent: Tuesday, 7 September 2021 1:53 pm

To: Chong Chee Kong <cheekong.chong@samwoh.com.sg>

Cc: SUR < sur@lkkauto.com >; assignments@lkkauto.com >; Claims Dept of CTI < claimsdept@sg.cntaiping.com >; Tan Chew Chik

Jacqueline < <u>jacqueline.tan@sg.cntaiping.com</u>>

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

Dear Mr Chong,

According to our surveyor he has spoken with your colleague Donald on this matter.

You may check with him

Best Regards,

Denise Tay | Case Handler

**LKK Auto Consultants Pte Ltd** 

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chong Chee Kong < <a href="mailto:cheekong.chong@samwoh.com.sg">cheekong.chong@samwoh.com.sg</a>

Sent: Tuesday, 7 September 2021 1:36 pm

To: Denise Tay (LKKAuto) < <a href="mailto:denisetay@lkkauto.com">denisetay@lkkauto.com</a>>

Cc: SUR <sur@lkkauto.com>; assignments@lkkauto.com>; Insurance Dept <grp.Insurance@samwoh.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Tan Chew Chik

Jacqueline < jacqueline.tan@sg.cntaiping.com>

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

Dear Ms Denise,

We wish to inform you that we intend to replace the damaged TMA with another model Scorpion (Pls find attached quotation for your information).

Kindly advise before we purchase and replace.

Chong Chee Kong Assistant Manager (Insurance) H/P 92376951

Samwoh Corporation Pte Ltd • 25E Sungei Kadut St 1, Singapore (729333)

• Tel: +65 365 2639 • Fax: +65 6368 2886 • www.samwoh.com

Please consider the environment before printing this email.

On Wed, 25 Aug 2021 at 17:53, Tan Chew Chik Jacqueline < <u>jacqueline.tan@sg.cntaiping.com</u>> wrote:

## WITHOUT PREJUDICE

# **SAVE AS TO COST**

Dear Mr. Chong,

We absolutely know that your company (XD3184C) submitted a claim against our Insured (YN2055J).

Please be advised that liability is in your favour.

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 <u>claimsdept@sg.cntaiping.com</u> or fax at 6224 7175. Any inconvenience caused is much regretted.

## 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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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From: Chong Chee Kong < <a href="mailto:cheekong.chong@samwoh.com.sg">cheekong.chong@samwoh.com.sg</a>

Sent: Wednesday, 25 August 2021 4:51 PM

To: Tan Chew Chik Jacqueline < jacqueline.tan@sg.cntaiping.com>

Cc: SUR < sur@lkkauto.com >; assignments @lkkauto.com >; Insurance Dept < grp.Insurance@samwoh.com.sg >; Meng Yan (LKK Auto) < admin-d@lkkauto.com >; Claims Dept of CTI < claimsdept@sg.cntaiping.com >

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

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Dear Ms Jacqueline,

WITHOUT PREJUDICE

For clarity, Could you enlighten me on "Liability is cleared for your client. "Your client" refers to which party?

We are the third party claiming your insured (YN2055J) /Insurance Company (China Tai Ping).

Appreciated.

Chong Chee Kong Assistant Manager (Insurance) H/P 92376951

Samwoh Corporation Pte Ltd • 25E Sungei Kadut St 1, Singapore (729333)

• Tel: +65 365 2639 • Fax: +65 6368 2886 • www.samwoh.com

Please consider the environment before printing this email.

On Wed, 25 Aug 2021 at 14:32, Tan Chew Chik Jacqueline < <u>jacqueline.tan@sg.cntaiping.com</u>> wrote:

Dear Mr. Chong,

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 <a href="mailto:claimsdept@sg.cntaiping.com">com</a> when you reply to us.

# **NOTICE:**

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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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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From: Chong Chee Kong < <a href="mailto:cheekong.chong@samwoh.com.sg">cheekong.chong@samwoh.com.sg</a>

Sent: Wednesday, 25 August 2021 1:33 PM

To: Meng Yan (LKK Auto) <admin-d@lkkauto.com>

Cc: Tan Chew Chik Jacqueline < jacqueline.tan@sg.cntaiping.com >; SUR < sur@lkkauto.com >; Claims Dept of CTI < claimsdept@sg.cntaiping.com >; Insurance Dept < grp.Insurance@samwoh.com.sg >

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

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Dear Yan,

# **Without Prejudice**

We have submitted the quotation and relevant document for claim issues on the day of survey on 2/8/2021 to Mr. Seven Chen.

Please revert on liability and claim.

Chong Chee Kong Assistant Manager (Insurance) H/P 92376951

Samwoh Corporation Pte Ltd • 25E Sungei Kadut St 1, Singapore (729333)

• Tel: +65 365 2639 • Fax: +65 6368 2886 • www.samwoh.com

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On Fri, 30 Jul 2021 at 13:02, Chong Chee Kong <a href="mailto:cheekong.chong@samwoh.com.sg">cheekong.chong@samwoh.com.sg</a> wrote:

Hi, Yan,

Noted your confirmation on date of Survey and time.

Please contact me if need assistance.

Chong Chee Kong Assistant Manager (Insurance) H/P 92376951

Samwoh Corporation Pte Ltd • 25E Sungei Kadut St 1, Singapore (729333)

• Tel: +65 365 2639 • Fax: +65 6368 2886 • www.samwoh.com

Please consider the environment before printing this email.

On Fri, 30 Jul 2021 at 12:59, Meng Yan (LKK Auto) <admin-d@lkkauto.com> wrote:

Dear Jacqueline,

Thank you for the assignment.

Dear Chee Kong,

Appointment confirmed.

We will arrange survey on 02.08.2021(Mon) at 10am-12pm you mentioned.

Thank you.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: <a href="mailto:assignments@lkkauto.com">assignments@lkkauto.com</a> | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chong Chee Kong < <a href="mailto:cheekong.chong@samwoh.com.sg">cheekong.chong@samwoh.com.sg</a>

**Sent:** Friday, 30 July, 2021 12:08 PM

**To:** Tan Chew Chik Jacqueline < <u>jacqueline.tan@sg.cntaiping.com</u>>

Cc: SUR < sur@lkkauto.com >; assignments < assignments@lkkauto.com >; Claims Dept of CTI < claimsdept@sg.cntaiping.com >; Insurance Dept < grp.Insurance@samwoh.com.sg >

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

Dear Ms Jacqueline,

Appreciated your speedy response.

Chong Chee Kong Assistant Manager (Insurance) H/P 92376951

Samwoh Corporation Pte Ltd • 25E Sungei Kadut St 1, Singapore (729333)

• Tel: +65 365 2639 • Fax: +65 6368 2886 • www.samwoh.com

Please consider the environment before printing this email.

On Fri, 30 Jul 2021 at 12:05, Tan Chew Chik Jacqueline < <u>jacqueline.tan@sg.cntaiping.com</u>> wrote:

# WITHOUT PREJUDICE

Dear Mr. Chong,

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. Mohd Taufikh or Mr. Steve Chen conduct the PRS.

Thank you.

\*\* Note: Please cc to <a href="mailto:claimsdept@sg.cntaiping.com">com</a> when you reply to us.

#### NOTICE:

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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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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From: Chong Chee Kong < <a href="mailto:cheekong.chong@samwoh.com.sg">cheekong.chong@samwoh.com.sg</a>

**Sent:** Friday, 30 July 2021 11:47 AM

**To:** Tan Chew Chik Jacqueline < <u>jacqueline.tan@sg.cntaiping.com</u>>

Cc: Claims Dept of CTI < <a href="mailto:claimsdept@sg.cntaiping.com">claimsdept@sg.cntaiping.com</a>; Insurance Dept <a href="mailto:grp.Insurance@samwoh.com.sg">grp.Insurance@samwoh.com.sg</a>

Subject: Re: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

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Dear Ms Jacqueline,

Appreciates you could arrange Mohd Taufikh (LKK) or Steve Chen (LKK) for survey on 02 AUgust 2021.

Time to survey: 10.00am to 12.00 Noon or 2.00pm to 4.00pm

Location: 25E Sungei Kadut Street 1 SIngapore 729333

Please contact the undersigned for survey matters.

Thank you.
Chong Chee Kong
Assistant Manager (Insurance)
H/P 92376951

Samwoh Corporation Pte Ltd • 25E Sungei Kadut St 1, Singapore (729333)

• Tel: +65 365 2639 • Fax: +65 6368 2886 • www.samwoh.com

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On Fri, 30 Jul 2021 at 11:13, Tan Chew Chik Jacqueline < <u>jacqueline.tan@sg.cntaiping.com</u>> wrote:

Without Prejudice

Our reference: SNM21D204120/C02/YN2055J/TANCHC

Your reference: SWCPL/INS/2021/003/CK

Dear Sirs,

ACCIDENT INVOLVING YN2055J & XD3184C ON 25/07/2021

We refer to your email of 30/07/2021.

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 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: Claims Dept of CTI < <a href="mailto:claimsdept@sg.cntaiping.com">claimsdept@sg.cntaiping.com</a>>

**Sent:** Friday, 30 July 2021 10:56 AM

To: Tan Chew Chik Jacqueline < jacqueline.tan@sg.cntaiping.com>; cheekong.chong@samwoh.com.sg

Subject: OUR REF: SNM21D204120/C02/YN2055J/TANCHC & YOUR REF: SWCPL/INS/2021/003/CK, TO CONDUCT PRS-XD3184C

# WITHOUT PREJUDICE via EMAIL ONLY

Dear Jacqueline

Please conduct PRS-XD3184C soonest possible.

Please contact our claims department Jacqueline Tan 6389 6185 the officer in charge.

\*Kindly quote our claim reference number when replying.\*

#### **NOTICE:**

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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
DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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**From:** Feedback of China Taiping Insurance < <a href="mailto:feedback@sg.cntaiping.com">feedback@sg.cntaiping.com</a>>

**Sent:** Friday, July 30, 2021 9:30 AM

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

Subject: FW: Motor Accident involved YN2055J & XD3184C on 25 July 2021

fya

Regards,

# **Chris Yeo**

Risk Management & Compliance

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

3 Anson Road #18-00 Springleaf Tower Singapore 079909

DID: (65) 6389 7346 | F: (65) 6222 1033

W: www.sq.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

**From:** Chong Chee Kong <<u>cheekong.chong@samwoh.com.sg</u>>

Sent: Thursday, 29 July 2021 8:20 pm

**To:** Feedback of China Taiping Insurance < <a href="mailto:feedback@sg.cntaiping.com">feedback@sg.cntaiping.com</a>>

Cc: Insurance Dept <grp.Insurance@samwoh.com.sg>

**Subject:** Motor Accident involved YN2055J & XD3184C on 25 July 2021

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Dear Claim Officer - Motor

We would like to inform you that your insurance vehicle YN2055J was involved in an accident with our truck XD3184C mount TMAWC4796Y.

We will claim for the damage of our truck, towing service and loss of use.

Kindly let us know if you will appoint a surveyor.

