

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 25 August 2021 4:39 pm
To: 'Tan Kian Wei Billy'; SUR
Cc: 'Claims Dept of CTI'
Subject: RE: SNM21D204465/C02/SMM9483H/TANKW/ RE: PRI ARRANGMENT FOR SMU 7116 P

Dear Billy,

Please be informed that we have inspected the vehicle SMU 7116P on 24/08/2021 and pending for estimate from repairer.

Kindly assist to create claim in Merimen System.

The make & model is HONDA SHUTTLE 1.5G CVT SENSING.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Monday, 23 August 2021 12:05 pm
To: 'Tan Kian Wei Billy' <billy.tan@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D204465/C02/SMM9483H/TANKW/ RE: PRI ARRANGMENT FOR SMU 7116 P

Dear Billy,

Thank you for the assignment.

Best Regards,

Yan | 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)

From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Sent: Monday, 23 August, 2021 11:41 AM
To: Rico 60 Claims <claims@rico60.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D204465/C02/SMM9483H/TANKW/ RE: PRI ARRANGMENT FOR SMU 7116 P

[Confidential]

Without Prejudice

Save as to cost

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please arrange and survey the vehicle.

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](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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Rico 60 Claims <claims@rico60.com>

Sent: Monday, 23 August 2021 11:40 AM

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

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

Subject: Re: SNM21D204465/C02/SMM9483H/TANKW/ RE: PRI ARRANGMENT FOR SMU 7116 P

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Dear All ,

Kindly arrange

8. Adrian Ling (LKK)

If you have any queries thereof, please contact Xiong at 8121 0478. Thank you

Regards,

Shanelle Lim



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com

On Mon, Aug 23, 2021 at 11:28 AM Tan Kian Wei Billy <billy.tan@sg.cntaiping.com> wrote:

[Confidential]

Without Prejudice

Save as to cost

ACCIDENT INVOLVING SMM9483H & SMU7116P on 10/08/2021

We refer to your email of 19/05/2021.

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 Billy Tan @ 6389 6175 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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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

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

Sent: Monday, 23 August 2021 11:26 AM

To: Rico 60 Claims <claims@rico60.com>; Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

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

Subject: O/R: SNM21D204465/C02/SMM9483H/TANKW/ RE: PRI ARRANGMENT FOR SMU 7116 P

Without Prejudice

Dear Billy,

Please conduct PRS for SMU7116P.

Note: officer in charge Billy Tan 63896175.

*** Kindly quote our reference number when replying.

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correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted.

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

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

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From: Rico 60 Claims <claims@rico60.com>
Sent: Friday, 20 August 2021 1:51 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: PRI ARRANGMENT FOR SMU 7116 P

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Dear Boon Sen ,

I just called my customer. She say the is PM.

The reporting center submitted wrongly for her report. She will amend it.

Kindly proceed with the PRI.

Regards,

Shanelle Lim



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No. : 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com

On Fri, Aug 20, 2021 at 1:25 PM Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Sir,

Pls check with your client accident timing confirm as gia report. We have accident on 10/08/2021 21:45hrs, before we process pri.

*** Kindly quote our reference number when replying.

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correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted.

Thank you

Chong Boon Sen

Claims Department

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From: Rico 60 Claims <claims@rico60.com>
Sent: Thursday, 19 August 2021 5:52 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: PRI ARRANGMENT FOR SMU 7116 P

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Dear Boon Sen ,

Kindly refer to attached GIA Report.

Regards,

Shanelle Lim



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No.: 201807623M
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit
#02-24, Singapore 415875
Tel: +65 6286 6060 | Fax: +65 6286 7060
Email: claims@rico60.com

On Thu, Aug 19, 2021 at 5:43 PM Claims Dept of CTI <claimsdept@sg.cntaiping.com>
wrote:

Without Prejudice

Dear Sir,

Pls provide gia report and accident timing to process pri.

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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: Accounts <claims@rico60.com>
Sent: Thursday, 19 August 2021 11:34 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: PRI ARRANGMENT FOR SMU 7116 P

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Dear Sir / Mdm,

Our Client - SMU 7116 P
Your Insured - SMM 9483 H
DOA - 10/08/2021

Thank you.

Best Regards,

Jesski Low



RICO 60 AUTO SERVICES PTE. LTD.

Co. & GST Reg. No. : 201807623M

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#02-24, Singapore 415875

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