

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 20 October 2021 2:06 pm
To: 'Tan Kian Wei Billy'; SUR
Cc: 'Claims Dept of CTI'
Subject: RE: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY
Attachments: SHA8117U IA.pdf

Dear Billy,

Enclosed herewith preliminary advice of SHA 8117U.

Kindly assist to create the claim in Merimen.

The make & model is HYUNDAI AE IONIQ HEV FL 1.6 DCT.

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: Thursday, 14 October 2021 11:17 am
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: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

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: Thursday, 14 October, 2021 9:53 AM
To: Taxis Customer Service <taxiscs@stengg.com>; Kelly Ding <kelly.ding@dingauto.sg>; sarah@dingautomotive.com; claims@dingautomotive.com; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP
VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

[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: Taxis Customer Service <taxiscs@stengg.com>

Sent: Thursday, 14 October 2021 9:40 AM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Kelly Ding <kelly.ding@dingauto.sg>; sarah@dingautomotive.com;
claims@dingautomotive.com

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

Subject: RE: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP
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Dear All,

Please appoint Steve Chen (LKK) to conduct pre-repair survey for the above mentioned vehicle.

Thanks.

Loong

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

Sent: Thursday, October 14, 2021 9:34 AM

To: Taxis Customer Service <taxiscs@stengg.com>; Kelly Ding <kelly.ding@dingauto.sg>; sarah@dingautomotive.com; claims@dingautomotive.com

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

Subject: RE: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

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Dear Sirs / Madam,

ACCIDENT INVOLVING SMQ7274L & SHA8117U on 13/10/2021

We refer to your email of 13/10/2021.

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: Thursday, 14 October 2021 9:26 AM

To: taxiscs@stengg.com; Kelly Ding <kelly.ding@dingauto.sg>; sarah@dingautomotive.com; claims@dingautomotive.com; Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

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

Subject: O/R: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

Without Prejudice

Dear Billy,

Please conduct PRS for SHA8117U.

Note: officer in charge Billy Tan 63896175.

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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

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

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From: Taxis Customer Service <taxiscs@stengg.com>

Sent: Wednesday, 13 October 2021 2:11 pm

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

Cc: kelly.ding@dingauto.sg; sarah@dingautomotive.com; claims@dingautomotive.com

Subject: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 -
ARRANGE FOR SURVEY

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Without Prejudice

Dear All,

Kindly assist to arrange survey for vehicle **SHA8117U** on 31 Corporation Road.

Do avoid visiting during our lunch time, 12PM – 1PM.

Thanks!

With warmest regards,

Loong

Ding Automotive Pte Ltd

31 Corporation Rd, Singapore 649806

Tel : 9689 1857 / 6265 7130

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