

Meng Yan (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Wednesday, 10 November, 2021 2:57 PM
To: Jess Francis Carlos; Ronald Yap; Jobi Thomas; Eric Paul Glorioso; Stephanie Loke; Randell Goon; Derek Oh; Jason Wong; Yvonne Chew; Eva Kok Wai Kee; Tan Wei Cin; assignments
Cc: Claims Dept of CTI; Alfred Toh
Subject: RE: SNM21D206355/C02/GBJ3231D/TOHHS / RE: Chin Tai ref - GBJ3231D / Our ref - SMQ6593Y Mini /doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY
Attachments: SMQ6593Y.pdf

[Confidential]

WITHOUT PREJUDICE

Hi

Please let us have your estimates for consideration on Direct Settlement.

Aside to M/s LKK Auto Consultants Pte Ltd., please assist to arrange survey on SMQ6593Y. (email below refers)

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. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Wednesday, November 10, 2021 2:49 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206355/C02/GBJ3231D/TOHHS / RE: Chin Tai ref - GBJ3231D / Our ref - SMQ6593Y Mini /doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY /

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

We choose Marcus Chua of LK for this case.

For your kind action.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
27A Tanjong Penjuru
Singapore 609042
Tel no.: 8128 9802

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.



From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: 10 November 2021 2:46 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: SNM21D206355/C02/GBJ3231D/TOHHS / RE: Chin Tai ref - GBJ3231D / Our ref - SMQ6593Y Mini /doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY /

WITHOUT PREJUDICE

Dear Sirs

We refer to your emails of 9 November 2021 at 4.52 pm and 10 November 2021 at 1.53 pm.

Take Notice that we shall not be accepting any of your surveyors as SJE.

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 email us at claimsdept@sg.cntaiping.com

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. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Sent: Wednesday, November 10, 2021 1:53 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>; Tan Wei Cin

<weicin.tan@eurokars.com.sg>

Subject: RE: SNM21D206355/C02/GBJ3231D/TOHHS / RE: Chin Tai ref - GBJ3231D / Our ref - SMQ6593Y Mini /doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY /

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

May we ask if the survey will be conducted today?

The owner is chasing for her case.

Thank you.

Jess Francis Carlos
Insurance Claims Executive

Trans Eurokars Pte Ltd
27A Tanjong Penjuru
Singapore 609042
Tel no.: 8128 9802

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.



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

Sent: 10 November 2021 10:53 AM

To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM21D206355/C02/GBJ3231D/TOHHS / RE: Chin Tai ref - GBJ3231D / Our ref - SMQ6593Y Mini /doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY /

Without Prejudice

Dear Alfred,

Please conduct PRS for SMQ6593Y.

Note: officer in charge Alfred Toh

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.

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Sent: Tuesday, 9 November 2021 4:52 pm

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

Cc: Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso

<eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon

<randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>;

Yvonne Chew <yvonne.chew@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Eva Kok Wai Kee

<eva.kok.wk@eurokars.com.sg>

Subject: RE: Chin Tai ref - GBJ3231D / Our ref - SMQ6593Y Mini /doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY /

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

Apology we are correcting your insured's vehicle number it's GBJ3231D.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
27A Tanjong Penjuru
Singapore 609042
Tel no.: 8128 9802

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.



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

Sent: 09 November 2021 3:39 PM

To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Cc: Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>

Subject: RE: Chin Tai ref - GBT3231D / Our ref - SMQ6593Y Mini /doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY /

Without Prejudice

Dear Sir,

No cover under us. Pls provide proof of cover to process pri.

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.

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Sent: Tuesday, 9 November 2021 11:06 am

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

Cc: Ronald Yap <ronald.yap@eurokars.com.sg>; Jobi Thomas <jobi.thomas@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Yvonne Chew <yvonne.chew@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Eva Kok Wai Kee <eva.kok.wk@eurokars.com.sg>

Subject: Chin Tai ref - GBT3231D / Our ref - SMQ6593Y Mini / doa 5-11-2021 / TP Claim China Tai / Vehicle towed in / SURVEY /

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

Kindly arrange the TP Claim Survey to our client's vehicle.

Survey type : (New Survey / Resurvey)	Survey
Vehicle to be surveyed :	SMQ6593Y
CHINA TAI Insured Vehicle :	GBT3231D
Date of Accident :	Friday, 5 November 2021
Date of Survey :	Tuesday, 9 November 2021
Name of Workshop :	Trans Eurokars Pte Ltd
Address of Survey Location :	27A Tanjong Penjuru
Name of Contact Person :	Jess Carlos
Contact Number :	8128 9802
Any Undercarriage involved : (please indicate Yes / No)	 NO

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
27A Tanjong Penjuru
Singapore 609042
Tel no.: 8128 9802

This email, including any attachment, is intended for the sole use of the recipient(s) named above and may contain information that is confidential and/or proprietary to the Eurokars Group. If you have received it in error, please notify us immediately by reply email and then delete this message from your system. Please do not copy it or use it for any purpose, or disclose its contents or any attachment to any other person. Thank you.