

**Re: O/R: SNM21D206464/C01/GBL5822A/CHEESC / FW: Own Damage Claim- Casa Mia Coliving Pte Ltd Policy No: DMCVSNW00136472100 Vehicle No. GBL5822A**

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

Mon 15/11/2021 2:38 PM

To: 'service@z-one.com.sg' <service@z-one.com.sg>

Cc: enquiry@z-one.com.sg <enquiry@z-one.com.sg>; SUR <sur@lkkauto.com>

Dear Sir/Madam,

As instructed by our client , please proceed to repair the **insured vehicle GBL5822A (Excess \$350/-)**.

If there are any check items or supplementary items, please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserves their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: [6256-3561](tel:6256-3561) | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: [6256-4315](tel:6256-4315)

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

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**From:** Chee So Chow <sochow.chee@sg.cntaiping.com>

**Sent:** Monday, 15 November 2021 1:25 pm

**To:** 'service@z-one.com.sg' <service@z-one.com.sg>; SUR <sur@lkkauto.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; enquiry@z-one.com.sg <enquiry@z-one.com.sg>

**Subject:** RE: O/R: SNM21D206464/C01/GBL5822A/CHEESC / FW: Own Damage Claim- Casa Mia Coliving Pte Ltd Policy No: DMCVSNW00136472100 Vehicle No. GBL5822A

Hi LKK team

Please revert to Nur Syafirah (Z-One Automotive Pte Ltd).

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](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. Any inconvenience caused is much regretted.

Thanks and Best Regards

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Main: (65) 6389 6116 | F: (65) 6222 5879  
Email : claimsdept@sg.cntaiping.com

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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-----Original Message-----

From: service@z-one.com.sg <service@z-one.com.sg>  
Sent: Monday, November 15, 2021 11:13 AM  
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; sur@lkkauto.com  
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; enquiry@z-one.com.sg  
Subject: Re: O/R: SNM21D206464/C01/GBL5822A/CHEESC / FW: Own Damage Claim- Casa Mia Coliving Pte Ltd Policy No: DMCVSNW00136472100 Vehicle No. GBL5822A

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Hi Chee So Chow,

We would like to check whether we are authorized to start with the repairs for GBL5822A?

Please do let us know.

Please contact Sya- 90292188 for any further clarifications.

Thank you.

Best Regards,  
Nur Syafirah  
Z-One Automotive Pte Ltd  
1 Kaki Bukit Ave 6, #01-85/87 Autobay @ Kaki Bukit Singapore 417883  
Tel: 66342112 Fax: 6634 2122

On 2021-11-11 15:19, Chee So Chow wrote:

> Hi Nur

>  
> We have appointed LKK .  
>  
> You may want to contact them.  
>  
> 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. Any  
> inconvenience caused is much regretted.  
>  
> Thanks and Best Regards  
>  
> Chee So Chow  
>  
> Claims Department  
>  
> China Taiping Insurance (Singapore) Pte. Ltd.  
>  
> 3 Anson Road #15-00 Springleaf Tower Singapore 079909  
>  
> Main: (65) 6389 6116 | F: (65) 6222 5879  
>  
> Email : claimsdept@sg.cntaiping.com  
>  
> W: <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sg.cntaiping.com%2F&data=04%7C01%7Csochow.chee%40sg.cntaiping.com%7C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637725427976097608%7CUnknown%7CTWFpbGZsb3d8eyJWljoMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWwiLCJXVCi6Mn0%3D%7C3000&data=brmfqZlnlg0kGfMouR6XuW5JRI9D%2Bfr43aSrhhQmrVs%3D&reserved=0> [3] | FB: <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.facebook.com%2Fchinataipingsg%2F&data=04%7C01%7Csochow.chee%40sg.cntaiping.com%7C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637725427976097608%7CUnknown%7CTWFpbGZsb3d8eyJWljoMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWwiLCJXVCi6Mn0%3D%7C3000&data=EHfTubSs%2F7dse77BJDhQ5uOuoHnKHtPaSa%2FFdPhGfeY%3D&reserved=0>  
> [4] | WeChat: 太平狮城 Taiping SG  
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>  
> From: Nur Syafirah <service@z-one.com.sg>  
> Sent: Thursday, November 11, 2021 1:58 PM

> To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>;  
> enquiry@z-one.com.sg; Chee So Chow <sochow.chee@sg.cntaiping.com>  
> Subject: Re: O/R: SNM21D206464/C01/GBL5822A/CHEESC / FW: Own Damage  
> Claim- Casa Mia Coliving Pte Ltd Policy No: DMCVSNW00136472100 Vehicle  
> No. GBL5822A  
>  
> 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.  
>  
> Dear Sir/Mdm,  
>  
> Any updates when the survey will be?  
>  
> Please do revert back to us at the soonest.  
>  
> Thank you.  
>  
> Best Regards,  
>  
> Nur Syafirah  
>  
> Z-One Automotive Pte Ltd  
>  
> 1 Kaki Bukit Ave 6, #01-85/87 Autobay @ Kaki Bukit Singapore 417883  
>  
> Tel: 66342112 Fax: 6634 2122  
>  
> On 11/11/2021 10:32 am, Claims Dept of CTI wrote:  
>  
>> Dear Sir,  
>>  
>> Kindly note case handler is Chee So Chow.  
>>  
>> Dear So Chow,  
>>  
>> Fya. OD claim.  
>>  
>> 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. 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: <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sg.cntaiping.com%2F&data=04%7C01%7Csochow.chee%40sg.cntaiping.com%7C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637725427976097608%7CUnknown%7CTWFpbGZsb3d8eyJWljoMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000&data=brmfqZlnlg0kGfMouR6XuW5JRI9D%2Bfr43aSrhhQmrVs%3D&reserved=0> [1] | FB:  
>> <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.facebook.com%2Fchinataipingsg%2F&data=04%7C01%7Csochow.chee%40sg.cntaiping.com%7C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637725427976097608%7CUnknown%7CTWFpbGZsb3d8eyJWljoMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000&data=EHfTubSs%2F7dse77BJDhQ5uOuoHnKHtPaSa%2FFdPhGfeY%3D&reserved=0> [2] | WeChat: 太平狮城  
>> Taiping SG  
>>  
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>>  
>> From: Nur Syafirah <service@z-one.com.sg>  
>> Sent: Wednesday, 10 November 2021 6:54 pm  
>> To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
>> Cc: Syafirah <enquiry@z-one.com.sg>  
>> Subject: Own Damage Claim- Casa Mia Coliving Pte Ltd Policy No:  
>> DMCVSNW00136472100 Vehicle No. GBL5822A  
>>  
>> 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.  
>>  
>> Dear Sir/Mdm,  
>>  
>> Own Damage Claim  
>>  
>> We were instructed by your insured Casa Mia Coliving Pte Ltd Policy  
>> No: DMCVSNW00136472100 Vehicle No. GBL5822A to arrange for an Own  
>> Damage Claim.  
>>

>> Please find the GIA report & Estimate for your kind attention.

>>

>> Kindly arrange for a survey for your insured vehicle GBL5822A at 1

>> Kaki Bukit Ave 6, #01-85/87 Autobay @ Kaki Bukit Singapore 417883.

>>

>> Vehicle is already in the workshop as of 10/11/2021.

>>

>> Please contact Sya- 66342112 for any further clarifications.

>>

>> Thank you.

>>

>> --

>>

>> Best Regards,

>>

>> Nur Syafirah

>>

>> Z-One Automotive Pte Ltd

>>

>> 1 Kaki Bukit Ave 6, #01-85/87 Autobay @ Kaki Bukit Singapore 417883

>>

>> Tel: 66342112 Fax: 6634 2122

>

>

>

> Links:

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> [1]

> <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.s>

> g.cntaiping.com%2F&data=04%7C01%7Csochow.chee%40sg.cntaiping.com%7

> C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca46f2633868e5%7

> C0%7C0%7C637725427976097608%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMD

> AiLCJQljojV2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%3D%7C3000&data=brmf

> qZInlg0kGfMouR6XuW5JRI9D%2Bfr43aSrbbhQmrVs%3D&reserved=0

> [2]

> <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.f>

> acebook.com%2Fchinataipingsg%2F&data=04%7C01%7Csochow.chee%40sg.cn

> taiping.com%7C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca4

> 6f2633868e5%7C0%7C0%7C637725427976097608%7CUnknown%7CTWFpbGZsb3d8eyJWl

> joiMC4wLjAwMDAiLCJQljojV2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%3D%7C3000&a

> mp;data=EHfTubSs%2F7dse77BJDhQ5uOuoHnKHtPaSa%2FFdPhGfeY%3D&reserv

> ed=0 [3]

> <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.s>

> g.cntaiping.com%2F&data=04%7C01%7Csochow.chee%40sg.cntaiping.com%7

> C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca46f2633868e5%7

> C0%7C0%7C637725427976097608%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMD

> AiLCJQljojV2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%3D%7C3000&data=brmf

> qZInlg0kGfMouR6XuW5JRI9D%2Bfr43aSrbbhQmrVs%3D&reserved=0

> [4]

> <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.f>  
> acebook.com%2Fchinataipingsg%2F&data=04%7C01%7Csochow.chee%40sg.cn  
> taiping.com%7C4f121c7cb87d4971d5f308d9a7e5dbed%7C52fbc9ef9a574c5ba4ca4  
> 6f2633868e5%7C0%7C0%7C637725427976107590%7CUnknown%7CTWFpbGZsb3d8eyJWI  
> joiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ik1haWwiLCJXVCi6Mn0%3D%7C3000&a  
> mp;sdata=odvhWaanQ3%2FfLezdMOZEO%2F2ozK0sHKKVU0byD6dPoM%3D&reserv  
> ed=0