

Hsiao Tong (LKKAUTO)

From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Friday, 8 July 2022 4:15 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Claims Dept of CTI
Subject: RE: [Seek Mandate] - OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP LOD ACKNOWLEDGEMENT *** LKK REF: CC6/CTI21011649/Krs3

[Confidential]

Hi Hsiao Tong

Please proceed to offer repairer "OPTIMA WERKZ PTE LTD" at \$26,127.35(all-in).

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

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, June 28, 2022 10:48 AM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: [Seek Mandate] - OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP LOD ACKNOWLEDGEMENT *** LKK REF: CC6/CTI21011649/Krs3

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Dear Sirs/Mdm,

We refer to our mandate request dated 13/05/2022.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 13 May 2022 5:21 PM

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

Cc: claimsdept@sg.cntaiping.com; Admin A <admin-a@lkkauto.com>

Subject: [Seek Mandate] - OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP LOD ACKNOWLEDGEMENT *** LKK REF: CC6/CTI21011649/Krs3

Your ref: **SNM21D206507/C02/ GBK5912D/CHEESC**

LKK ref : CC6/CTI21011649/Kps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBK5912D (CHINA TAIPING) / SMD837C(TP) / OTHERS ON 11/11/2021

We refer to the above matter.

XE1818R -> SMG5835J -> GBK5912D(OI) -> SMD837C(TP) -> SGU5783Y

This is a 5 vehicles chain collision whereby our insured was the 3rd vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer **"OPTIMA WERKZ PTE LTD"** at **\$26,127.35(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 41,809.09	\$ 24,835.35 (\$23,210.61 + 7%GST)
2. Loss of Use (22days x \$80.00)	\$ 1,760.00	\$ 1,200.00 (20days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. Towing Fee	\$ 90.00	\$ 90.00
Total	\$ 43,661.09	<u>\$ 26,127.35</u>

Surveyor recommended 16days for repair + 3Sunday + 1PRS = 20days.

Market Value	: \$ 76,000.00 (est)
LTA Rebate	: \$ 40,377.00 (est)
Nett Value	: \$ 35,623.00 (est)

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 13/05/2022 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 4 May 2022 11:42 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Subject: RE: OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP
LOD ACKNOWLEDGEMENT *** LKK REF: CC6/CTI21011649/Krs3

Dear So Chow,

We are preparing report to seek mandate from your good office.

We will expedite the matter. Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Sunday, 1 May 2022 12:38 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Subject: RE: OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP
LOD ACKNOWLEDGEMENT *** LKK REF: CC6/CTI21011649/Krs3

Hi Team

Optima is chasing us for reply on 22/4/2022.

Please advise whether your side is attending to the matter and what is the status now.

Kindly expedite.

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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 I F: (65) 6222 5879
Email : claimsdept@sg.cntaiping.com

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, March 15, 2022 8:46 AM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP LOD ACKNOWLEDGEMENT *** LKK REF: CC6/CTI21011649/Krs3

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Dear So Chow,

Thank you for your email.

This case has been reassigned to HT.

Our respective case handler will look into the matter and get back to you in due course.

Hi HT,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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

Sent: Tuesday, 15 March, 2022 1:35 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: FW: OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP LOD ACKNOWLEDGEMENT

Hi Team

Optima has been chasing us for reply for liability.
We agreed to liability on 01/03/2022 forgetting that you were doing the direct settlement for us.
Please liaise with them regarding their letter of demand.

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Thanks and Best Regards

Chee So Chow
Claims Department

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From: Claims Dept of CTI

Sent: Wednesday, March 2, 2022 10:49 AM

To: Chee So Chow <sochow.chee@sg.cntaiping.com>; 'Joseph@ow.sg' <joseph@ow.sg>; 'Eve.tan@ow.sg' <Eve.tan@ow.sg>; 'kaitlyn.chio@ow.sg' <kaitlyn.chio@ow.sg>; 'adeline@ow.sg' <adeline@ow.sg>; 'tingan.ling@ow.sg' <tingan.ling@ow.sg>; 'adeline@ow.sg' <adeline@ow.sg>; 'ary.chua@ow.sg' <ary.chua@ow.sg>; 'karkit.ngai@ow.sg' <karkit.ngai@ow.sg>

Subject: OUR REF: SNM21D206507/C02/ GBK5912D/CHEESC & YOUR REF: SMD837C / TP#1455, SMD837C , TPP LOD ACKNOWLEDGEMENT

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Sir / Madam

We acknowledge receiving letter of demand dated 1ST March 2022 with enclosures on 1ST March 2022.

Please be assured that your claim is receiving our attention. We will contact you should we require additional information or other documents relating to the claim.

Kindly take note that this acknowledgement should not be construed as an admission of liability.

Please contact our claims department **Chee So Chow 6389 6176** the officer in charge or **6389 6116** should you require our assistance or clarification.

Kindly quote our claim reference number when replying.

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Thank you

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: Joseph Low <joseph@ow.sg>
Sent: Tuesday, 1 March 2022 2:58 pm
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Adeline Lim <adeline@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Adeline Lim <adeline@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: LOD - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

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Our Ref: SMD837C / TP#1455
Your Ref: GBK5912D / SNM21D206507

Without Prejudice

Dear Motor Claim Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST) S\$ 24,835.35
- Loss of Use S\$ 1,760.00 (\$80.00 x 22 Days)
- Towing Fee S\$ 90.00
- LTA / GIA Search S\$ 2.00

Grand Total S\$ 26,687.35

=====

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

Best Regards,

Joseph Low (Mr.)

Motor Claim Officer

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

Tel: (+65) 6472 1313

Tel: (+65) 6484 9919

Tel: (+65) 6481 1522

Fax: (+65) 6472 2112

Fax: (+65) 6481 1993

Fax: (+65) 6481 1011

www.ow.sg | www.facebook.com/OptimaWerkz

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

Sent: Tuesday, 1 March 2022 11:48 am

To: Eve Tan <Eve.tan@ow.sg>

Subject: RE: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

[Confidential]

Hi Eve

Without Prejudice

Please be advised that we will not dispute liability for your client's third party property claim against our insured.

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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

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From: Eve Tan <Eve.tan@ow.sg>

Sent: Wednesday, February 23, 2022 5:04 PM

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

Cc: Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>

Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

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Dear Ms Chee,

Is there any update regarding this case?

Would like to check on the liability on this case.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112
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From: Eve Tan
Sent: Monday, 21 February 2022 10:25 am
To: 'Chee So Chow' <sochow.chee@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update regarding this case?

Would like to check on the liability on this case.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
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Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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From: Eve Tan
Sent: Tuesday, 15 February 2022 9:46 am
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update regarding this case?

Would like to check on the liability on this case.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

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From: Eve Tan
Sent: Tuesday, 8 February 2022 10:06 am
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update regarding this case?

Would like to check on the liability on this case.

The last time we received a reply was more than a month ago, if there is anything that can we do to assist in expediting do let us know.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

OPTIMA//ERKZ™ PTE. LTD.

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From: Eve Tan
Sent: Tuesday, 25 January 2022 5:03 pm
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update regarding this case?

Would like to check on the liability on this case.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

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From: Ngai Kar Kit <karkit.ngai@ow.sg>
Sent: Monday, 10 January 2022 10:40 am
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update so far?

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//WERKZ™ PTE. LTD.

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From: Ngai Kar Kit
Sent: Tuesday, 4 January 2022 1:20 pm
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update so far?

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
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Tel: (+65) 6472 1313 **Fax:** (+65) 6472 2112
Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1993
Tel: (+65) 6481 1522 **Fax:** (+65) 6481 1011

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From: Ngai Kar Kit
Sent: Thursday, 30 December 2021 9:25 am
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Thanks for your prompt reply and update.

We look forward to hearing from you.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

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From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Wednesday, 29 December 2021 9:12 pm
To: Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: RE: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

[Confidential]

Hi Ngai

Our policyholder did report accident but they have yet to fulfil some policy terms and conditions as required by their motor policy.

We have given them a chaser to reply us by this week. We shall let you know the outcome.

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

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

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From: Ngai Kar Kit <karkit.ngai@ow.sg>
Sent: Tuesday, December 28, 2021 5:28 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: RE: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

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Dear Ms Chee,

Is there any update so far?

Would like to check on the liability on this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZTM PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

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From: Ngai Kar Kit
Sent: Thursday, 23 December 2021 4:30 pm
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update so far?

Would like to check on the liability on this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
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From: Eve Tan <Eve.tan@ow.sg>
Sent: Monday, 20 December 2021 1:34 pm
To: Ngai Kar Kit <karkit.ngai@ow.sg>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Any updates regarding the liability for this case?

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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From: Ngai Kar Kit <karkit.ngai@ow.sg>
Sent: Thursday, 16 December 2021 12:22 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update so far?

Would like to check on the liability on this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)

Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143
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From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Friday, 10 December 2021 11:58 am
To: Ngai Kar Kit <karkit.ngai@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: RE: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

[Confidential]

Hi Sir/ Madam

We are seeking clarification with our insured regarding policy terms and conditions.

Therefore unable to revert to you.

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

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From: Ngai Kar Kit <karkit.ngai@ow.sg>
Sent: Friday, December 10, 2021 10:02 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

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Dear Motor Claims Officer,

Is there any update for this case?

Has your insured reported?

Would like to check on the liability for this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

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From: Ngai Kar Kit
Sent: Tuesday, 7 December 2021 11:03 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Eve Tan <Eve.tan@ow.sg>; Joseph Low <joseph@ow.sg>; Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Motor Claims Officer,

Is there any update?

Has your insured reported?

Would like to check on the liability for this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

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From: Ngai Kar Kit
Sent: Friday, 3 December 2021 3:52 pm
To: Eve Tan <Eve.tan@ow.sg>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ary Chua <ary.chua@ow.sg>
Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update?

Has your insured reported?

Would like to check on the liability for this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

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From: Ngai Kar Kit

Sent: Monday, 29 November 2021 12:37 pm

To: Eve Tan <Eve.tan@ow.sg>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ary Chua <ary.chua@ow.sg>

Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Is there any update?

Has your insured reported?

Would like to check on the liability for this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)
Motor Claim Officer
D: +65 6481 1522 | F: +65 6481 1011

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From: Eve Tan <Eve.tan@ow.sg>

Sent: Thursday, 25 November 2021 11:44 am

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

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low

<joseph@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ary Chua <ary.chua@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>

Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Has your insured reported?

Would like to check on the liability for this case.

Thank you.

Best Regards,

Eve Tan (Ms.)

Motor Claims Assistant

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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From: Ngai Kar Kit <karkit.ngai@ow.sg>

Sent: Tuesday, 23 November 2021 10:03 AM

To: Eve Tan <Eve.tan@ow.sg>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ary Chua <ary.chua@ow.sg>

Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Has your insured reported?

Would like to check on the liability for this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)

Motor Claim Officer

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

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From: Ngai Kar Kit

Sent: Friday, 19 November 2021 9:43 am

To: Eve Tan <Eve.tan@ow.sg>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ary Chua <ary.chua@ow.sg>

Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Has your insured reported?

Would like to check on the liability for this case.

Thankyou.

Best Regards,

Ngai Kar Kit (Mr.)

Motor Claim Officer

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

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From: Eve Tan <Eve.tan@ow.sg>

Sent: Wednesday, 17 November 2021 9:49 am

To: Chee So Chow <sochow.chee@sg.entaiping.com>

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Claims Dept of CTI <claimsdept@sg.entaiping.com>

Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Has your insured reported?

Would like to check on the liability for this case.

Thank you.

Best Regards,

Eve Tan (Ms.)

Motor Claims Assistant

OPTIMA//ERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

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From: Eve Tan

Sent: Friday, 12 November 2021 3:16 PM

To: Chee So Chow <sochow.chee@sg.entaiping.com>

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>; Claims Dept of CTI <claimsdept@sg.entaiping.com>

Subject: Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

Enclosed marked estimate for your perusal.

Would like to check on the liability for this case.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant



Head Office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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From: Eve Tan
Sent: Friday, 12 November 2021 12:22 PM
To: 'Chee So Chow' <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: RE: SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

We appoint Kenneth Kong for the survey.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant



Head Office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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Tel: (+65) 6484 9919 **Fax:** (+65) 6481 1993
Tel: (+65) 6481 1522 **Fax:** (+65) 6481 1011

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From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Friday, 12 November 2021 12:15 PM
To: Eve Tan <Eve.tan@ow.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: RE: SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

[Confidential]

Dear Eve

We refer to your email of 12/11/2021.

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. MARCUS CHUA	6. BEN CHUA
2. GARY SOON	7. MOHD TAUFIKH
3. KENNETH KONG	8. NG YOU HAN

4. CHOW BO XIONG	9. STEVE CHEN
5. ADRIAN LING	10. HENRY NG

- 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.
- 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.
- 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.

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

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

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From: Eve Tan <Eve.tan@ow.sg>

Sent: Friday, November 12, 2021 9:15 AM

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

Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>

Subject: PRI - SMD837C CLAIMING AGAINST GBK5912D (CHINA TAIPING) DOA: 11/11/2021

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Dear Mr Chong,

Enclosed GIA report & amended to SMD837C CLAIMING AGAINST **GBK5912D** for your perusal.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 12 November 2021 9:05 AM
To: Eve Tan <Eve.tan@ow.sg>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: RE: PRI - SMD837C CLAIMING AGAINST GBK8912D (CHINA TAIPING) DOA: 11/11/2021

Dear Eve,

Thank you for confirming accident timing at 920am.

However, GBK8912D is not covered under us upon further checking.

Kindly provide proof 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

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

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From: Eve Tan <Eve.tan@ow.sg>
Sent: Thursday, 11 November 2021 3:30 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Victor Seng <victor.seng@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Joseph Low <joseph@ow.sg>; Ngai Kar Kit <karkit.ngai@ow.sg>
Subject: PRI - SMD837C CLAIMING AGAINST GBK8912D (CHINA TAIPING) DOA: 11/11/2021

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Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

Thank you.

Best Regards,
Eve Tan (Ms.)
Motor Claims Assistant



Head Office: 6 Kung Chong Road Singapore 159143

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