

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

**WITHOUT PREJUDICE**

Date : 01 March 2022

**China Taiping Insurance (Singapore) Pte Ltd**  
3 Anson Road  
#16-00 Springleaf Tower  
Singapore 079909

Attention: Motor Claims Department

**ACCIDENT INVOLVING SMD837C & GBK5912D ON 11/11/2021  
ALONG WOODLANDS AVE 12**

We refer to the above captioned.

We are claiming the below followings:

- 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
<b>Grand Total</b>	<b>S\$ 26,687.35</b>

If you have any enquiries, please contact our representative, Mr. Joseph at 6481-1522 or email [joseph@ow.sg](mailto:joseph@ow.sg)

All payment is to be issued direct to **Optima Werkz Pte Ltd.**

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

Yours faithfully

OPTIMA WERKZ PTE LTD

Encl.

*This is a computer generated printout and no signature is required.*

TO WHOM IT MAY CONCERN

**AUTHORIZATION TO ACT**

I/We(owner) JUBSTAR PTE LTD ('the third-party claimant') of  
(Address) 2 VENTURE DRIVE #14-28 VISION EXCHANGE S(608526) registered owner of  
(Vehicle Number) SMD837C hereby authorize ('the vehicle repairer workshop')  
**OPTIMA WERKZ PTE LTD** to act for me/us with respect of my/our claim for repair costs and /or  
rental and/or loss of use for my/our vehicle number SMD837C that was  
damaged pursuant to the accident which occurred on 11/11/2021 along WOODLANDS  
AVENUE 12 involving vehicle number GBK5912D.

I/We further authorize the workshop to settle my/our above-mentioned claim in a manner that they  
deem fit and the workshop is further authorized to receive full payment in the settlement of my/our  
claim with full cheque(s) payment being made in the favor of the workshop.

Dated this 11 day of NOVEMBER year 2021.



\_\_\_\_\_  
Signature of Vehicle Registered Owner  
Company's stamp (if applicable)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00104192101 Claim No : SNM21D206507/C02/ GBK5912D/CHEESC

Claimant : JUBSTAR PTE LTD

Amount : S\$26,000.00  
Singapore Dollars Twenty Six Thousand Only

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SMD837C  
Insured Vehicle No. : GBK5912D

Date of Loss : 11/11/2021  
Place of Accident : WOODLANDS AVE 12

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : SLK (S) PTE. LTD.  
Driver Name : MUHAMMAD TASNEEM SUFYAN BIN SULAIMAN

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

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(1) Global Sum	S\$ 26,000.00
	=====
TOTAL . . . . .	S\$ 26,000.00
	=====

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Claimant Name : JUBSTAR PTE LTD NRIC No : 201808107N

Signature :  Date : 15/07/2022

# Optima Werkz Pte Ltd

10 Ang Mo Kio Industrial Park 2A #01-05, Singapore 568047

Tel: (+65) 6481 1522 Fax: (+65) 6481 1011

Co Reg & GST No: 201212455W

## TAX INVOICE

To: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Tel: 63896116  
Fax: 62221033

INV NO. : 322101607  
INVOICE DATE : 08/12/2021  
REF : TP#1455  
VEH NO. : SMD837C  
MAKE : TOYOTA  
CAR MODEL : SIENTA  
CURRENT MILEAGE:  
ADVISOR : VICTOR SENG  
TERMS : COD  
MECHANIC :

DESCRIPTION	QTY	UOM	Tax Code	U/P SGD	AMT SGD
FRONT BUMPER	1	PCS	SR	337.50	337.50
FRONT RIGHT HEADLAMP	1	PCS	SR	742.50	742.50
FRONT LEFT HEADLAMP	1	PCS	SR		742.50
FRONT BONNET	1	PCS	SR	633.83	633.83
BONNET HINGE RH	1	PCS	SR	52.50	52.50
BONNET HINGE LH	1	PCS	SR		52.50
RETAINER RH	1	PCS	SR	51.00	51.00
RETAINER LH	1	PCS	SR		51.00
FRONT REINFORCEMENT BEAM	1	PCS	SR	272.25	272.25
A/C CONDENSER	1	PCS	SR	765.00	765.00
FRONT CHROME GRILLE	1	PCS	SR	360.00	360.00
TOYOTA FRONT LOGO EMBLEM	1	PCS	SR	47.25	47.25
FRONT BASE GARNISH	1	PCS	SR	93.75	93.74
REAR BUMPER	1	PCS	SR	490.50	490.50
REAR BUMPER INNER/LOWER BUMPER	1	PCS	SR	407.25	407.25
REAR RIGHT CORNER INNER BUMPER	1	PCS	SR	287.25	287.25
REAR LEFT CORNER INNER BUMPER	1	PCS	SR		287.25
REAR TOYOTA EMBLEM	1	PCS	SR	126.00	126.00
REAR RIGHT TAILGATE LAMP (INNER)	1	PCS	SR	211.16	211.16
REAR LEFT TAILGATE LAMP (INNER)	1	PCS	SR		211.16
REAR RIGHT LAMP UNIT (OUTER)	1	PCS	SR	345.38	345.38
REAR LEFT LAMP UNIT (OUTER)	1	PCS	SR		345.38
REAR TAILGATE LID	1	PCS	SR	814.50	814.50
REAR WINDSCREEN	1	PCS	SR	780.00	780.00
REAR WIPER MOTOR	1	PCS	SR	489.00	489.00
REAR WIPER ARM	1	PCS	SR	105.00	105.00
REAR WIPER RUBBER BLADE	1	PCS	SR	73.50	73.50
WEATHERSTRIP	1	PCS	SR	126.00	126.00
REAR TOP LICENCE GARNISH	1	PCS	SR	342.00	342.00
REAR END PANEL	1	PCS	SR	517.31	517.31
REAR FLOOR PANEL	1	PCS	SR	507.00	507.00
REAR TAILGATE LOCK UNIT	1	PCS	SR	286.50	286.50
REAR END PANEL GARNISH	1	PCS	SR	199.50	199.50
REAR TAILGATE GARNISH	1	PCS	SR	195.38	195.38



# Optima Werkz Pte Ltd

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## TAX INVOICE

To: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Tel: 63896116

Fax: 62221033

INV NO. : 322101607  
INVOICE DATE : 08/12/2021  
REF : TP#1455  
VEH NO. : SMD837C  
MAKE : TOYOTA  
CAR MODEL : SIENTA  
CURRENT MILEAGE:  
ADVISOR : VICTOR SENG  
TERMS : COD  
MECHANIC :

DESCRIPTION	QTY	UOM	Tax Code	U/P SGD	AMT SGD
REAR TAILGATE HINGE RH	1	PCS	SR	92.25	92.25
REAR TAILGATE HINGE LH	1	PCS	SR		92.25
REAR TAILGATE ABSORBER RH	1	PCS	SR	223.50	223.50
REAR TAILGATE ABSORBER LH	1	PCS	SR		223.50
REAR HYBRID SYNERGY DRIVER EMBLEM	1	PCS	SR	49.50	49.50
REAR RIGHT INNER GARNISH	1	PCS	SR	333.00	333.00
REAR LEFT INNER GARNISH	1	PCS	SR	342.00	342.00
REAR FLOOR MAT/ GARNISH	1	PCS	SR	258.75	258.75
REAR FLOOR BATTERY COVER PLASTIC	1	PCS	SR	180.00	180.00
COOLANT	1	PCS	SR	50.00	50.00
REVERSE SENSOR	1	PCS	SR	200.00	200.00
BUMPER CLIPS	1	PCS	SR	50.00	50.00
SEALANT	1	PCS	SR	40.00	40.00
FRONT SUPPORT PANEL/BULKHEAD	1	PCS	SR	591.08	591.08
HYBRID COOLER	1	PCS	SR	517.95	517.95
FRONT AIR DUCT COVER RH	1	PCS	SR	96.00	96.00
FRONT AIR DUCT COVER LH	1	PCS	SR		96.00
FRONT BONNET LOCK	1	PCS	SR	171.00	171.00
FRONT FOAM BUMPER	1	PCS	SR	126.00	126.00
TAILGATE HOLDER COVER	1	PCS	SR	48.75	48.75
REAR ANTENNA SENSOR	1	PCS	SR	131.25	131.25
REAR RIGHT MULFRED	1	PCS	SR	113.25	113.25
TAILGATE LAMP LICENCE PLATE	1	PCS	SR	127.50	127.50
REAR RIGHT LAMP END PANEL	1	PCS	SR	213.75	213.75
REAR LEFT LAMP END PANEL	1	PCS	SR		213.75
REAR FLOOR SUPPORT BEAM	1	PCS	SR	348.00	348.00
REAR TOP FENDER COVER LH	1	PCS	SR	435.00	435.00
REAR TOP FENDER COVER RH	1	PCS	SR		435.00
REAR AIR DUCT COVER LH	1	PCS	SR	123.00	122.99
REAR PANEL BASE HOLDER CLIP	1	PCS	SR	60.00	60.00
CAR BATTERY	1	PCS	SR	100.00	100.00
REAR REVERSE CAMERA	1	PCS	SR	320.00	320.00
LICENCE PLATE WITH CASING	1	PCS	SR	90.00	90.00
LABOUR CHARGES TO REMOVE, REPLACE, REPAIR, READJUST ACCIDENT AREAS & ETC.	1	JOB	SR	2,000.00	2,000.00

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To: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Tel: 63896116  
Fax: 62221033

INV NO. : 322101607  
INVOICE DATE : 08/12/2021  
REF : TP#1455  
VEH NO. : SMD837C  
MAKE : TOYOTA  
CAR MODEL : SIENTA  
CURRENT MILEAGE:  
ADVISOR : VICTOR SENG  
TERMS : COD  
MECHANIC :

DESCRIPTION	QTY	UOM	Tax Code	U/P SGD	AMT SGD
LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINT & FURNISHING MATERIALS AT ACCIDENT AREAS & ETC.	1	JOB	SR	2,400.00	2,400.00
LABOUR CHARGES TO REMOVE, REPLACE, REFIX FRONT & REAR FENDER AREA, ABSORBER, STABILIZER BAR, UNDERCARRIAGE, FUEL TANK, CLEAR SHATTERED GLASS & ETC.	1	JOB	SR	380.00	380.00
LABOUR CHARGES TO DISCONNECT & RECONNECT FRONT WIRING SYSTEM & ETC.. TO EFFECT REPAIR AT FRONT ACCIDENT AREAS & ETC.	1	JOB	SR	40.00	40.00
LABOUR CHARGES TO DIAGNOSE FAULTY CODE & RESET MEMORY	1	JOB	SR	150.00	150.00
INSTALL REAR WINDSCREEN GLASS & CLEAR ALL THE SHATTERED GLASS	1	JOB	SR	120.00	120.00
REMOVE & INSTALL RADIATOR, COOLANT, A/C CONDENSER GAS RECHARGE MECHANISM TO FACILITATE REPAIR WITH CHECK FOR FUNCTION	1	JOB	SR	100.00	100.00
REMOVE & INSTALL INTERIOR LINING, ROOF, SEATS & REAR COMPARTMENT LINING.	1	JOB	SR	120.00	120.00
REMOVE & INSTALL FUEL TANK & PIPE LINE FOR FLOOR PANEL	1	JOB	SR	60.00	60.00



# Optima Werkz Pte Ltd

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Co Reg & GST No: 201212455W

## TAX INVOICE

To: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Tel: 63896116  
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INV NO. : 322101607  
INVOICE DATE : 08/12/2021  
REF : TP#1455  
VEH NO. : SMD837C  
MAKE : TOYOTA  
CAR MODEL : SIENTA  
CURRENT MILEAGE:  
ADVISOR : VICTOR SENG  
TERMS : COD  
MECHANIC :

DESCRIPTION	QTY	UOM	Tax Code	U/P SGD	AMT SGD
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Remarks: DOA: 11/11/2021 @ 0920HRS  
CLAIMANT: JUBSTAR PTE LTD / SZE WEI TATT  
TP VEHICLE: GBK5912D

Singapore Dollars: Twenty-Four Thousand Eight Hundred Thirty-Five And Cent Thirty-Five Only

SUB TOTAL	SGD	23,210.61
GST 7.00%	SGD	1,624.74
TOTAL	SGD	24,835.35
OUTSTANDING	SGD	24,835.35

### Tax Legend:

SR - Standard Rated ZR - Zero Rated OS - Out of Scope

Tax	SR
Amount	23,210.61

I/We confirm that I/We incurred the repair costs herein and will observe my/our agreement with the repairs. I/We declare the repairs for above vehicle have been completed to my/our satisfaction.

- 1) New parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of one (1) year or mileage up to 30,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 2) Recon Parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of six (6) months or mileage up to 10,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 3) Goods sold are not refundable/returnable.
- 4) Original Invoice is only valid when the payment is acknowledge receipt by Optima Werkz Pte Ltd. Interest of 2% per month will be charged on any outstanding amount



Opt for a more convenient and quicker way to pay via Bank Transfer or PayNow:  
Beneficiary Name: Optima Werkz Pte Ltd  
Beneficiary Bank Name: DBS Bank Ltd  
Bank Account No.:0039441282  
Swift Code: DBSSSGSG  
OR  
PayNow UEN: 201212455WDB1  
Note: Please include your invoice number under the reference section

### Customer Acknowledgement

Customer Name and Signature

For Optima Werkz Pte Ltd

Authorised Signature

INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

GBK5912D

Date of Accident

11/11/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance ..... **China Taiping Insurance (Sing...**

Period of Insurance ..... **18/09/2021 - 17/09/2022**

Requested By ..... **EVE TAN (OPTIMA WERKZ PTE ...**

Requested Date ..... **11/11/2021 14:23**

Payment details

Request Amount: **S\$1.87**

GST Amount: **S\$0.13**

Total Amount Due (GST Inclusive): **S\$2**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**





華強援島私人有限公司  
ISLAND RECOVERY SERVICES PTE LTD

Address: 26 Chia Ping Road Singapore 619977  
Telephone: 6747 7400 Email: admin@islandrecovery.com.sg  
Facsimile: 6844 7233 Web: www.islandrecovery.com.sg  
Co. Reg. No: 202114296E GST Reg. No: 202114296E

CASH SALES / WORK ORDER

NO: 1273752

DATE: 11/11/21

OPTIMA (Amk)

ACCOUNT OF:

<b>WORK DETAILS</b> Time of Order: _____ Time Reached Location: _____ Time Left: _____ Time End: 1147 Waiting Time: _____		<b>VEHICLE DETAILS</b> Vehicle No: DM837C Make & Model: Toyota Sienna	
LOCATION FROM		WOODLAND AVE 12	
2ND TRIP			
LOCATION TO		Ampoint # 01-05	
<b>TOWING / ROADSIDE ASSISTANCE</b> Additional Charges <input checked="" type="checkbox"/> Using King Dolly <input type="checkbox"/> Basement / Multi Carpark <input type="checkbox"/> Midnight / Sunday / PH <input type="checkbox"/> Exotic / Luxury Vehicle <input type="checkbox"/> Crane Up / Winch Out <input type="checkbox"/> Open Door <input type="checkbox"/> Jump Start / Change Tyres / Change Battery		<b>TRANSPORTATION</b> <input type="checkbox"/> Using Car Carrier <input type="checkbox"/> Using King Dolly <input type="checkbox"/> Restricted Zone	
<input checked="" type="checkbox"/> Accident <input type="checkbox"/> Loaded / Equipment <input type="checkbox"/> Box <input type="checkbox"/> ERP / Carpark: _____ <input type="checkbox"/> Dismantle Shaft / Brake <input type="checkbox"/> Restricted Zone <input type="checkbox"/> Others: _____			
<b>REMARKS:</b> _____			
<b>ACCEPTANCE</b>			
AMOUNT S\$ 90			

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 15 March 2022 11:05 AM  
**To:** tasmynname@gmail.com  
**Subject:** ACCIDENT INVOLVING GBK 5912D(CHINA TAIPING) / SMD 837C / OTHERS AT/ALONG WOODLANDS AVE 12 TOWARDS WOODLANDS AVENUE 10 ON 11/11/2021

15 March 2022

**M/s SLK (S) PTE. LTD.**

[By Email Only]

Driver: MUHAMMAD TASNEEM SUFYAN BIN SULAIMAN

Dear Sir/Madam,

**You Ref: GBK5912D**

**Our Ref: CC6/CTI21011649/Krs3**

**ACCIDENT INVOLVING GBK 5912D(CHINA TAIPING) / SMD 837C / OTHERS AT/ALONG WOODLANDS AVE 12 TOWARDS WOODLANDS AVENUE 10 ON 11/11/2021**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SMD837C against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 15 July 2022 1:53 PM  
**To:** 'Chee So Chow'  
**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

Dear Sirs/Mdm,

For an update, we have settled the matter at a global sum of \$26,000.00(all-in).

We will proceed to close file and submit all the relevant documents to your good office once it is ready.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : 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](mailto:sochow.chee@sg.cntaiping.com)>  
**Sent:** Friday, 8 July 2022 4:15 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto: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

[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](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](mailto: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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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, June 28, 2022 10:48 AM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto: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

**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 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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 13 May 2022 5:21 PM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com); Admin A <[admin-a@lkkauto.com](mailto: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 3<sup>rd</sup> 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
<b>Total</b>	<b>\$ 43,661.09</b>	<b><u>\$ 26,127.35</u></b>

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](mailto: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](mailto:sochow.chee@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Celine Fong (LKKAuto) <[celinefong@lkkauto.com](mailto: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](mailto: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](mailto:sochow.chee@sg.cntaiping.com)>

**Sent:** Sunday, 1 May 2022 12:38 PM

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

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

**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](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 I F: (65) 6222 5879

Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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



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---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, March 15, 2022 8:46 AM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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

**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 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

*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](mailto:sochow.chee@sg.cntaiping.com)>

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

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto: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.

**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](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](mailto: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:** 太平狮城 Taiping SG

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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](mailto:sochow.chee@sg.cntaiping.com)>; 'Joseph@ow.sg' <[joseph@ow.sg](mailto:joseph@ow.sg)>; 'Eve.tan@ow.sg' <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; 'kaitlyn.chio@ow.sg' <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; 'adeline@ow.sg' <[adeline@ow.sg](mailto:adeline@ow.sg)>; 'tingan.ling@ow.sg' <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; 'adeline@ow.sg' <[adeline@ow.sg](mailto:adeline@ow.sg)>; 'ary.chua@ow.sg' <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; 'karkit.ngai@ow.sg' <[karkit.ngai@ow.sg](mailto: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 1<sup>ST</sup> March 2022 with enclosures on 1<sup>ST</sup> 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.\***

**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.

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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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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:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>  
**Sent:** Tuesday, 1 March 2022 2:58 pm  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Adeline Lim <[adeline@ow.sg](mailto:adeline@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Adeline Lim <[adeline@ow.sg](mailto:adeline@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Adeline Lim <[adeline@ow.sg](mailto:adeline@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto: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](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://www.facebook.com/OptimaWerkz)

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**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Sent:** Tuesday, 1 March 2022 11:48 am



To: Eve Tan <[Eve.tan@ow.sg](mailto: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.

**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](mailto: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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---

**From:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>  
**Sent:** Wednesday, February 23, 2022 5:04 PM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto: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

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**From:** Eve Tan  
**Sent:** Monday, 21 February 2022 10:25 am  
**To:** 'Chee So Chow' <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto: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//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

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**Fax:** (+65) 6481 1011

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---

**From:** Eve Tan  
**Sent:** Tuesday, 15 February 2022 9:46 am  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto: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//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:** Eve Tan  
**Sent:** Tuesday, 8 February 2022 10:06 am  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto: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.**

**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

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---

**From:** Eve Tan

**Sent:** Tuesday, 25 January 2022 5:03 pm

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

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

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---

**From:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>

**Sent:** Monday, 10 January 2022 10:40 am

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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

**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

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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](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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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**From:** Ngai Kar Kit  
**Sent:** Thursday, 30 December 2021 9:25 am  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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

**OPTIMA//ERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143

**Branch:** 9A Serangoon North Ave 5 Singapore 554500

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**Fax:** (+65) 6472 2112

**Fax:** (+65) 6481 1993

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---

**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Sent:** Wednesday, 29 December 2021 9:12 pm

**To:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto: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](mailto: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](mailto: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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**From:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>

**Sent:** Tuesday, December 28, 2021 5:28 PM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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

**OPT/MA//ERKZ™ 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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**Fax:** (+65) 6481 1993

**Fax:** (+65) 6481 1011

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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](mailto:sochow.chee@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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

**OPT/MA//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:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>  
**Sent:** Monday, 20 December 2021 1:34 pm  
**To:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

Cc: Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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

**Tel:** (+65) 6472 1313

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**Fax:** (+65) 6472 2112

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**From:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>

**Sent:** Thursday, 16 December 2021 12:22 PM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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

**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

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**Fax:** (+65) 6481 1993

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---

**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Sent:** Friday, 10 December 2021 11:58 am

**To:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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.

## **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](mailto: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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**From:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>  
**Sent:** Friday, December 10, 2021 10:02 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ary Chua <[ary.chua@ow.sg](mailto: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

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

Dear Motor Claims Officer,

Is there any update?

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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](mailto:Eve.tan@ow.sg)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Ary Chua <[ary.chua@ow.sg](mailto: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

**OPT/MA//ERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143

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**From:** Ngai Kar Kit  
**Sent:** Monday, 29 November 2021 12:37 pm  
**To:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>  
**Subject:** Check Liability - SNM21D206507 - ACCIDENT INVOLVING GBK5912D & SMD837C DOA: 11/11/2021

Dear Ms Chee,

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Thankyou.

Best Regards,

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

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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:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>  
**Sent:** Thursday, 25 November 2021 11:44 am  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto: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//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

**Tel:** (+65) 6484 9919

**Fax:** (+65) 6481 1993

**Tel:** (+65) 6481 1522

**Fax:** (+65) 6481 1011



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---

**From:** Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>  
**Sent:** Tuesday, 23 November 2021 10:03 AM  
**To:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Ary Chua <[ary.chua@ow.sg](mailto: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

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

**Tel:** (+65) 6472 1313

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**Fax:** (+65) 6472 2112

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---

**From:** Ngai Kar Kit  
**Sent:** Friday, 19 November 2021 9:43 am  
**To:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Ary Chua <[ary.chua@ow.sg](mailto: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

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

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---

**From:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>  
**Sent:** Wednesday, 17 November 2021 9:49 am  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.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  
**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:** Friday, 12 November 2021 3:16 PM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.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

**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:** Eve Tan  
**Sent:** Friday, 12 November 2021 12:22 PM  
**To:** 'Chee So Chow' <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

**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

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**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Sent:** Friday, 12 November 2021 12:15 PM

**To:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

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.

**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](mailto: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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---

**From:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>  
**Sent:** Friday, November 12, 2021 9:15 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>  
**Subject:** PRI - SMD837C CLAIMING AGAINST GBK5912D (CHINA TAIPING) DOA: 11/11/2021

**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 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

**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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Friday, 12 November 2021 9:05 AM  
**To:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>  
**Cc:** Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto: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.

### **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](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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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---

**From:** Eve Tan <[Eve.tan@ow.sg](mailto:Eve.tan@ow.sg)>

**Sent:** Thursday, 11 November 2021 3:30 pm

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

**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

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**Fax:** (+65) 6472 2112

**Fax:** (+65) 6481 1993

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