

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Thursday, 25 November 2021 5:45 PM
To: Guo Qiang (LKKAUTO); SUR; CS A Team; Bazlin.Ahmad@towertransit.sg
Cc: Wu Tzu Ying; Subramanian Kasi
Subject: RE: SNM21D206582/C02/SMU7032Y/LEEPG / BEFORE AFTER PAINT & FINALISATION FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Dear Lynn,

WITHOUT PREJUDICE

Noted with thanks.

Kindly submit LOD directly to China Taiping

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

From: Guo Qiang (LKKAUTO)
Sent: Thursday, 25 November 2021 11:33 AM
To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: 转发: SNM21D206582/C02/SMU7032Y/LEEPG / BEFORE AFTER PAINT & FINALISATION FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE
Importance: High

发件人: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

已发送: 2021年11月25日 11:32:56 (UTC+08:00) Kuala Lumpur, Singapore

收件人: Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>

抄送: Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>

主题: RE: SNM21D206582/C02/SMU7032Y/LEPG / BEFORE AFTER PAINT & FINALISATION FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Hi Guo Qiang

We agree with your finalized COR \$3,790 before GST @ 4 days.

Total Working days should be 4 days as stated in your marked estimate. Please amend your report to CTI

Please advise LOD to be sent to your side or China Taiping direct?

Thank You

Best Regards



Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Bazlin Ahmad

Sent: Thursday, November 25, 2021 11:19 AM

To: Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'Summer (LKK Auto)' <admin-d@lkkauto.com>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>

Subject: RE: SNM21D206582/C02/SMU7032Y/LEPG / BEFORE AFTER PAINT & FINALISATION FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Hi Guo Qiang

We agree with your finalized COR \$3,790 before GST @ 3 days.

Please advise LOD to be sent to your side or China Taiping direct?

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>

Sent: Thursday, November 25, 2021 10:55 AM

To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>

Subject: RE: SNM21D206582/C02/SMU7032Y/LEEPG / BEFORE AFTER PAINT & FINALISATION FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Hi Lynn,

Finalize COR \$3790 before GST @ 3 days.

COR subject to insurance approval.

Regards,
Guo Qiang

From: Bazlin Ahmad [<mailto:Bazlin.Ahmad@towertransit.sg>]

Sent: Tuesday, 23 November, 2021 1:45 PM

To: CS A Team; Guo Qiang (LKKAUTO)

Cc: Wu Tzu Ying; Subramanian Kasi

Subject: RE: SNM21D206582/C02/SMU7032Y/LEEPG / BEFORE AFTER PAINT & FINALISATION FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Hi Guo Qiang

Please find attached photos.

Kindly finalise soonest.

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>

Sent: Tuesday, November 16, 2021 1:17 PM

To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>; assignments@lkkauto.com; sur@lkkauto.com

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; Alvin Tan <Alvin.tan@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; frederick.chua@towertransit.sg; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>

Subject: RE: SNM21D206582/C02/SMU7032Y/LEEPG / FW: PRI FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Without Prejudice

Dear Sir/Madam

Thank you for your email.

We will appoint LKK as SJE.

Note: Our insured had not reported the accident.

Dear LKK

Please arrange to conduct PRS on without prejudice basis.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Lee

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6224 7175

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

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

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Tuesday, 16 November 2021 1:15 pm
To: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; Alvin Tan <Alvin.tan@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; frederick.chua@towertransit.sg; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>
Subject: RE: SNM21D206582/C02/SMU7032Y/LEEPG / FW: PRI FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

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

Hi Cecilia

Please arrange LKK Auto Consultants to conduct the survey.

Thank You

Best Regards



Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, November 16, 2021 12:59 PM
To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>; Alvin Tan <Alvin.tan@towertransit.sg>; Wu Tzu Ying <Wu.Zy@towertransit.sg>; frederick.chua@towertransit.sg; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D206582/C02/SMU7032Y/LEEPG / FW: PRI FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Without Prejudice

Our reference: SNM21D206582/C02/SMU7032Y/LEEPG

Your reference: SG6018Z

Dear Sirs,

ACCIDENT INVOLVING SMU7032Y & SG6018Z ON 5/11/2021

We refer to your email of 16/11/2021.

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. Gary Soon (FTA)	6. Marcus Chua (LKK)
2. Chow Bo Xiong (FTA)	7. Kenneth Kong (LKK)
3. Ben Chua (FTA)	8. Adrian Ling (LKK)
4. Ng You Han (FTA)	9. Mohd Taufikh (LKK)
5. Henry Ng (FTA)	10. Steve Chen (LKK)

3. If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.
4. As per the NIMA Protocol, the survey by our appointed surveyor would include survey of your vehicle pre-repair, after it is dismantled, and post repairs. Hence, you need to provide us / our surveyors with the list of items that were damaged and required to be replaced or repaired to facilitate an effective survey.
5. As stated above, please inform us and our surveyor after the claimant's vehicle had been repaired so that our surveyor can carry out post repair inspection before the vehicle is returned to your client. Please co-ordinate with our surveyor immediately after the repair is completed.

Thank you.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted.

Best Regards,
Cecilia Lee
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6224 7175

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

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

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

Sent: Tuesday, 16 November 2021 12:53 pm

To: Bazlin.Ahmad@towertransit.sg; Wu.Zy@towertransit.sg; Subramanian.kasi@towertransit.sg; Alvin.tan@towertransit.sg; Wu.Zy@towertransit.sg; frederick.chua@towertransit.sg; KiamMeng.Tan@towertransit.sg; Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>

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

Subject: O/R: SNM21D206582/CO2/SMU7032Y/LEPG / FW: PRI FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

Without Prejudice

Dear Cecilia,

Please conduct PRS for SG6018Z. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Cecilia Lee 63896530.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thank you

Chong Boon Sen

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

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

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

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Sent: Tuesday, 16 November 2021 8:31 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>; Alvin Tan <Alvin.tan@towertransit.sg>; Frederick Chua <Frederick.Chua@towertransit.sg>; Kiam Meng Tan <KiamMeng.Tan@towertransit.sg>

Subject: PRI FOR ACCIDENT INVOLVING SG6018Z & SMU7032Y ON 05/11/2021 @ 05:43HRS ALONG JUNCT OF WOODLANDS AVE 7 & AVE 2 TWDS TPE

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.

WITHOUT PREJUDICE

Dear Sir / Mdm,

We would like to notify you of a road accident on **05/11/2021** at about **05:43hrs** along **Junction of Woodlands Ave 7 & Ave 2** involving our bus, SG6018Z & your insured vehicle **SMU7032Y**.

As a result of this accident, our bus has been damaged. Before we proceed to repair the damaged bus, please let us know **within the next 48 hours** if you wish to conduct a pre-repair survey of our bus. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the bus without any further reference to you.

- **CCTV FOOTAGE LINK :** <https://towertransit.egnyte.com/dl/NI7DKwJWE3>
- Password: dsxjCoAJ

Survey Location : Tower Transit Singapore Pte Ltd

MANDAI DEPOT

Address : 310 Mandai Rd, Singapore 779404

Contact Person : Lynn Ahmad @ 9199 0025

- *Body & Paint* : Sam @ 9762 9168
- *Manager* : Fredrick @ 9073 6389
- *Workshop Manager* : - Alvin @ 8498 1515

Thank You

Best Regards

Lynn Ahmad

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg