

Celine Fong (LKKAUTO)

From: Celine Fong (LKKAUTO)
Sent: Tuesday, 4 April 2023 9:39 AM
To: 'Tan Kian Wei Billy'; SUR; assignments
Cc: 'Claims Dept of CTI'
Subject: RE: SNM21D206488/C02/SGT8761X/TANKW / FW: TP CLAIM_SGC3548T & SGT8761X_DOA: 09/11/2021

Dear Sir/Mdm,

Please be informed that according to the repairer, owner already convert to Own Damage Claim.

No survey was done for this vehicle.

We will close this file at our end without billing.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Wednesday, November 17, 2021 10:08 AM
To: 'Tan Kian Wei Billy' <billy.tan@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206488/C02/SGT8761X/TANKW / FW: TP CLAIM_SGC3548T & SGT8761X_DOA: 09/11/2021

Dear Billy,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Sent: Wednesday, 17 November, 2021 9:37 AM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; 'SUR' <sur@lkkauto.com>; assignments@lkkauto.com
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206488/C02/SGT8761X/TANKW / FW: TP CLAIM_SGC3548T & SGT8761X_DOA: 09/11/2021

[Confidential]

Without Prejudice

Save as to cost

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please arrange and survey the vehicle.

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](tel:62247175). Any inconvenience caused is much regretted.

Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 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: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Sent: Wednesday, 17 November 2021 9:34 AM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

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

Subject: RE: SNM21D206488/C02/SGT8761X/TANKW / FW: TP CLAIM_SGC3548T & SGT8761X_DOA: 09/11/2021

[Confidential]

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 Billy

We would like to appoint Marcus Chua from LKK to conduct survey above mention vehicle.

Please revert on liability for above mention claim.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

Sent: 17 November 2021 09:24

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

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

Subject: RE: SNM21D206488/C02/SGT8761X/TANKW / FW: TP CLAIM_SGC3548T & SGT8761X_DOA: 09/11/2021

[Confidential]

Without Prejudice

Save as to cost

Dear Sirs / Madam,

ACCIDENT INVOLVING SGT8761X & SGC3548T on 09/11/2021

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.

If you have any queries, please contact Billy Tan @ 6389 6175 and email us at claimsdept@sg.cntaiping.com

**** 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](tel:62247175). Any inconvenience caused is much regretted.

Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 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: Wednesday, 17 November 2021 8:56 AM

To: motor@hockwah.com.sg; Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

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

Subject: O/R: SNM21D206488/C02/SGT8761X/TANKW / FW: TP CLAIM_SGC3548T & SGT8761X_DOA: 09/11/2021

Without Prejudice

Dear Billy,

Please conduct PRS for SGC3548T.

Note: officer in charge Billy Tan 63896175.

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: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Tuesday, 16 November 2021 2:09 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: TP CLAIM_SGC3548T & SGT8761X_DOA: 09/11/2021

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 sir/madam

Attached herewith our client's GIA report with estimate bill that claim against your insured SGC3548T.

Please revert on liability.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg