

Veron Chen (LKKAUTO)

From: Kenneth Ding <kenneth.ding@dingauto.sg>
Sent: Monday, 7 March 2022 5:30 PM
To: 'Adeline Chng'; 'Accounts (Ding Auto'; 'SA 0406'
Cc: Kenneth Kong (LKKAUTO); Veron Chen (LKKAUTO); SUR
Subject: RE: CTI REF - SNM21D207237/C01 - OD CLAIM - GDB6848L - OWNER'S FEEDBACK

Dear Adeline,

Good day to you.

Thank you for your information and we will explain to customer accordingly.

Thank you so much.

Best Regards,
Kenneth Ding
HP: 92313123

From: Adeline Chng [mailto:adeline.chng@sg.cntaiping.com]
Sent: Monday, March 7, 2022 5:10 PM
To: Kenneth Ding; Accounts (Ding Auto; SA 0406
Cc: Kenneth Kong (LKKAUTO); Veron Chen (LKKAUTO); SUR
Subject: RE: CTI REF - SNM21D207237/C01 - OD CLAIM - GDB6848L - OWNER'S FEEDBACK

Dear Henry/Kenneth

Our surveyor has confirmed that the damages is not consistent with the accident.

Therefore, regret to advise that it is not claimable.

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.

Adeline Chng
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

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

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Monday, March 7, 2022 4:36 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Accounts (Ding Auto <accounts@dingauto.sg>; SA 0406 <sa0406@dingauto.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Subject: CTI REF - SNM21D207237/C01 - OD CLAIM - GDB6848L - OWNER'S FEEDBACK
Importance: High

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 Adeline,

Our surveyor opinion, owner's complaint on engine lack power is not consistent to the nature of the accident.

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: Veron Chen (LKKAuto)
Sent: Monday, 7 March 2022 11:13 AM
To: Adeline Chng (adeline.chng@sg.cntaiping.com) <adeline.chng@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Accounts (Ding Auto <accounts@dingauto.sg>; SA 0406 <sa0406@dingauto.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>
Subject: RE : CTI REF - SNM21D207237/C01 - OD CLAIM - GDB6848L - OWNER'S FEEDBACK
Importance: High

Dear Adeline,

Will check with surveyor and revert.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Monday, 7 March 2022 11:00 AM

To: assignments <assignments@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Accounts (Ding Auto) <accounts@dingauto.sg>; SA 0406 <sa0406@dingauto.sg>; Kenneth Kong (LKKAuto) <KennethKong@lkkauto.com>

Subject: RE : CTI REF - SNM21D207237/C01 - OD CLAIM - GDB6848L - OWNER'S FEEDBACK

Importance: High

Dear Veron

We refer to below email from our workshop.

Please advise whether is it related to the accident and advise workshop accordingly.

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Thank you.

Adeline Chng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: SA 0406 <sa0406@dingauto.sg>

Sent: Monday, March 7, 2022 10:45 AM

To: Kenneth Kong (LKKAuto) <kennethkong@lkkauto.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>

Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Accounts (Ding Auto) <accounts@dingauto.sg>

Subject: RE : CTI REF - SNM21D207237/C01 - OD CLAIM - GDB6848L - OWNER'S FEEDBACK

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Hi Kenneth,

Good morning to you.

We refer to the above case, the vehicle's owner complained the vehicle engine lacked power on gear 1 and gear 2. We checked due to turbo and grow plugs not working and need to replace it. Is it claimable? Kindly advise.

Thank you.

Henry Lee
Ding Auto Pte Ltd.



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