

Re: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Thu 19/5/2022 10:55 AM

To: AVRIL HO <avril@mova.com.sg>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: keong@mova.com.sg <keong@mova.com.sg>

Hi,,

thanks for your update

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: AVRIL HO <avril@mova.com.sg>

Sent: Thursday, 19 May 2022 11:15 am

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: keong@mova.com.sg <keong@mova.com.sg>

Subject: RE: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Dear Denise,

Owner withdrawn the claims from us already.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@mova.com.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314



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From: Denise Tay (LKKAUTO) [mailto:denisetay@lkkauto.com]
Sent: Wednesday, 18 May 2022 9:08 AM
To: Shiao Chan (LKKAUTO); AVRIL HO
Cc: keong@nova.com.sg
Subject: Re: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Hi, Avril,

Repair completed? can finalise?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: Shiao Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, 5 January 2022 3:11 pm
To: AVRIL HO <avril@nova.com.sg>
Cc: keong@nova.com.sg <keong@nova.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Dear Avril,

As instructed by our client, please proceed to repair the insured vehicle **SMS 211D (Excess \$3,000/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: AVRIL HO <avril@nova.com.sg>
Sent: Tuesday, 4 January 2022 6:06 PM
To: 'Tan Kah Leong' <KahLeong.Tan@sg.cntaiping.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Irene Tay' <irene.tay@sg.cntaiping.com>; nitha@nova.com.sg; keong@nova.com.sg; SUR <sur@lkkauto.com>
Subject: RE: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Dear Kah Leong,

Please kindly advice the authorization.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@nova.com.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314



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From: Tan Kah Leong [<mailto:KahLeong.Tan@sg.cntaiping.com>]

Sent: Wednesday, 29 December 2021 5:28 PM

To: AVRIL HO; 'assignments'

Cc: Claims Dept of CTI; Irene Tay; nitha@nova.com.sg; keong@nova.com.sg; sur@lkkauto.com

Subject: RE: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Without Prejudice

Dear Avril,

Noted on your email below.

Dear LKK,

Please assists to conduct survey for OD claim.

Thank 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 or fax at 6224 7175. . Any inconvenience caused is much regretted.

Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/

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From: AVRIL HO <avril@mov.com.sg>
Sent: Tuesday, December 28, 2021 2:57 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: nitha@mov.com.sg; keong@mov.com.sg
Subject: RE: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

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Dear Sir/Madam,

Owner is chasing.

Please kindly advice the surveyor.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@mov.com.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314



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From: AVRIL HO [<mailto:avril@mov.com.sg>]
Sent: Monday, 27 December 2021 11:36 AM
To: 'Claims Dept of CTI'; 'Irene Tay'
Cc: 'nitha@mov.com.sg'; 'keong@mov.com.sg'
Subject: RE: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Dear Irene,

Did you assign surveyor already? Please kindly advice surveyor.

Thank you!

Best Regards,
AVRIL HO

Claims Asst.
Mova Automotive Pte Ltd
Email: avril@nova.com.sg
Address: Blk 1008 Bt Merah Lane 3
#01-04/06/08
Singapore 159722
Telephone: 6272 3892 Fax: 6270 8314



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From: Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]
Sent: Thursday, 23 December 2021 8:40 AM
To: nitha@nova.com.sg; keong@nova.com.sg; 'AVRIL HO'; Irene Tay
Cc: Claims Dept of CTI
Subject: O/R: SNM21D207391/C01/SMS211D/TAYHP / FW: OD CLAIMS - SMS211D DOA 17/12/2021

Dear Sir,

Kindly note case handler is Irene Tay.

Dear Irene,

Fya. OD claim.

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Thank you

Chong Boon Sen
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

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

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From: Nitha <nitha@nova.com.sg>
Sent: Wednesday, 22 December 2021 4:56 pm

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: keong@nova.com.sg; 'AVRIL HO' <avril@nova.com.sg>
Subject: OD CLAIMS - SMS211D DOA 17/12/2021

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Dear All,

Kindly assign officer in charge and assign surveyor for the above mention case.

Thank you,
Best Regards,
Nitha
Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314

