

Shiau Chan (LKKAUTO)

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Wednesday, 6 July 2022 6:44 PM
To: Shiau Chan (LKKAUTO); SUR
Subject: RE: SNM22D202126C02/Jacqueline- Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

Hi Shiau Chan,

Thanks for your clarification.

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.

Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, 6 July 2022 12:13 pm
To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Subject: RE: SNM22D202126C02/Jacqueline- Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

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Dear Jacqueline,

We have verbally cross checked all the parts prices with a workshop in the same nature of business. The price is fair and reasonable. Thus, we maintain our recommendation.

Best Regards,

Shiau 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: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Monday, 13 June 2022 6:04 PM
To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SNM22D202126C02/Jacqueline- Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

Dear Jacqueline,

Thank you for the email.

We will check and revert to you.

Best Regards,

Shiau 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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Monday, 13 June 2022 4:45 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SNM22D202126C02/Jacqueline- Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

Importance: High

Hi LKK,

Attached herewith Connect 3 comment on repair cost, for your advice please.

Re: Yr ref - SNM22D202126C02 (PC1165X)



Winnie Chai <connect3winnie@gmail.com>

To Jacqueline Tan

Cc Lau; Claims Dept of CTI

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Hi Jac

We have managed to convince our client to give us 2 more weeks' grace period to settle on his behalf for this case l

The repair cost which was in our LOD to you was calculated based on the marked estimate of your appointed survey basis or justification.

Hence we urge you to reconsider our counter proposal as per in our LOD to you as attached.

The bus is a 45 seater bus which the loss of use per day of \$150 is deemed fair and reasonable.

Pls revert on your counter proposal if you are still keen to do a direct settlement with us.

Pls let us have your reply by **20 June 2022**.

Thanks

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

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Regards,

Jacqueline Tan

Senior Executive

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

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From: Meng Yan (LKK Auto) <admin-d@lkkauto.com>

Sent: Tuesday, 29 March 2022 12:46 PM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: RE: SNM22D202126C02/Jacqueline- Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

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Dear Jacqueline,

Thank you for the assignment.

**Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.
Please contact the undersign for survey arrangement.**

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 Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Sent: Tuesday, 29 March, 2022 12:36 PM

To: Winnie Chai <connect3winnie@gmail.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lau <connect3lau@gmail.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: RE: SNM22D202126C02/Jacqueline- Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

WITHOUT PREJUDICE

Dear Winne,

We will assign LKK to conduct the Pre-repair Inspection.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange to conduct the PRS.

Thank you.

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

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Regards,

Jacqueline Tan

Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Winnie Chai <connect3winnie@gmail.com>
Sent: Tuesday, 29 March 2022 12:23 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lau <connect3lau@gmail.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Subject: Re: SNM22D202126C02/Jacqueline- Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

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HI So Chow

We would like LKK to attend the survey.

Thanks

On Tue, Mar 29, 2022 at 12:17 PM Chee So Chow <sochow.chee@sg.cntaiping.com> wrote:

Dear Winnie Chai

We refer to your email of 28/03/2022.

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.

Please note the claims handler is Jacqueline Tan.

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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

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

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From: Winnie Chai <connect3winnie@gmail.com>

Sent: Tuesday, March 29, 2022 11:02 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lau <connect3lau@gmail.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Subject: Reminder : Request for pre repair inspection for accident involving PC1165X & GBK5077P (yr insured) on 28/03/2022

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HI All

Pls kindly let us have the surveyor list.

Thanks

On Mon, Mar 28, 2022 at 4:47 PM Winnie Chai <connect3winnie@gmail.com> wrote:

Afternoon

Attached is the GIA report.

Pls kindly let us have the surveyor list.

Thanks

--

Winnie Chai

Connect3

HP:9850-9666

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Winnie Chai

Connect3

HP:9850-9666

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Winnie Chai

Connect3

HP:9850-9666