

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Thursday, 25 August 2022 12:01 PM  
**To:** 'Irene Tay'; SUR; assignments  
**Subject:** RE: O/R: SNM22D202177/C02/SFY18Y/TAYHP / FW: FW: PRI of SLU9017R  
**Attachments:** SLU9017R IA.pdf

Dear Irene,

Enclosed herewith preliminary advice of SLU 9017R.

Kindly assist to create claim in Merimen System.

The make & model is HONDA VEZEL 1.5X HYBRID A.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

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**From:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Sent:** Thursday, 31 March 2022 1:27 PM  
**To:** 'Irene Tay' <irene.tay@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: O/R: SNM22D202177/C02/SFY18Y/TAYHP / FW: FW: PRI of SLU9017R

Dear Irene,

Thank you for the assignment.

Repairer arrange on 1.4.22.

**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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Thursday, 31 March, 2022 12:37 PM  
**To:** Thanaleetchumi Santerashigaram <[thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: O/R: SNM22D202177/C02/SFY18Y/TAYHP / FW: FW: PRI of SLU9017R

Dear Sir/Mdm (JACK CAR),

Please let us have a copy of your client's SAS REPORT.

Regards,

**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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**From:** Irene Tay

**Sent:** Thursday, 31 March 2022 12:35 PM

**To:** Thanaletchumi Santerashigaram <[thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: O/R: SNM22D202177/C02/SFY18Y/TAYHP / FW: FW: PRI of SLU9017R

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with JACK CARS to conduct survey.

Regards,

**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Thanaletchumi Santerashigaram <[thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)>

**Sent:** Thursday, 31 March 2022 8:56 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** Re: O/R: SNM22D202177/C02/SFY18Y/TAYHP / FW: FW: PRI of SLU9017R

**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.

Greetings Ms.Irene ,

Would agree with Adrian Ling (LKK) as our SJE.

*Thank You.*

**Best Regards ,**  
**S.Thanaletchumi (Ms)**  
**Claims Manager**  
**JACK CARS ENTERPRISE PTE LTD**  
**Office : 67488824**  
**Mobile : 91701900**  
**Fax : 67488834**  
**Email : [thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)**  
*Save the Earth. Print only when necessary.*

On Wed, Mar 30, 2022 at 5:20 PM Irene Tay <[irene.tay@sg.entaiping.com](mailto:irene.tay@sg.entaiping.com)> wrote:

Without Prejudice

Save as to cost

Dear Sirs / Madam,

We refer to your email .

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.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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**From:** Thanaletchumi Santerashigaram <[thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)>  
**Sent:** Wednesday, 30 March 2022 4:41 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** O/R: SNM22D202177/C02/SFY18Y/TAYHP / FW: FW: PRI of SLU9017R

**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.

Greetings Ms.Irene ,

Kindly advise on liability.

Kindly reply.

***Thank You.***

**Best Regards ,**

**S.Thanaletchumi (Ms)**

**Claims Manager**

**JACK CARS ENTERPRISE PTE LTD**

**Office : 67488824**

**Mobile : 91701900**

**Fax : 67488834**

**Email : [thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)**

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On Wed, Mar 30, 2022 at 3:33 PM Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

Without Prejudice

Dear Irene,

Please conduct PRS for SLU9017R.

Note: officer in charge Irene Tay 63896192.

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](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. 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

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**From:** Thanaletchumi Santerashigaram <[thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)>

**Sent:** Wednesday, 30 March 2022 9:06 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>

**Subject:** Re: FW: PRI of SLU9017R

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Greetings Ms.Angie ,

Attached would be the LTA search result for your kind perusal.

Kindly reply.

**Thank You.**

**Best Regards ,**

**S.Thanaletchumi (Ms)**

**Claims Manager**

**JACK CARS ENTERPRISE PTE LTD**

**Office : 67488824**

**Mobile : 91701900**

**Fax : 67488834**

**Email : [thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)**

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On Tue, Mar 29, 2022 at 7:12 PM Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

**Without Prejudice**

**via email only**

Dear Thana,

We refer to your email on even date with attachment.

Please be advised that SFY18Y do not have record in our system.

Kindly provide further information (if any)

Thank you.



**Angie Foo**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175 | F: (65) 6222 1033

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**From:** Thanaletchumi Santerashigaram <[thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)>

**Sent:** Tuesday, March 29, 2022 11:38 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** PRI of SLU9017R

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Greetings ,

Attached would be the PRI of SLU9017R for your kind perusal.

Kindly reply.

***Thank You.***

***Best Regards ,***

***S.Thanaletchumi (Ms)***

***Claims Manager***

***JACK CARS ENTERPRISE PTE LTD***

***Office : 67488824***

***Mobile : 91701900***

***Fax : 67488834***

***Email : [thana@jackcars.com.sg](mailto:thana@jackcars.com.sg)***

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