

## Shiau Chan (LKKAuto)

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**From:** Taufikh (LKKAuto)  
**Sent:** Wednesday, 29 June 2022 6:19 PM  
**To:** 'Juan Paulo Bongon Baldoz'  
**Cc:** Shiau Chan (LKKAuto)  
**Subject:** RE: FINALIZED: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)  
**Attachments:** SMX 3417G marking.pdf

Hi Paulo,

COR \$30,774.21 , before excess, 14 days.

Regards  
Taufikh  
Lkk Auto

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**From:** Juan Paulo Bongon Baldoz [mailto:juan.paulo@wearnest.com]  
**Sent:** Tuesday, 28 June 2022 11:07 AM  
**To:** Taufikh@lkkauto.com; Shiau Chan (LKKAuto)  
**Subject:** FW: FINALIZED: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)  
**Importance:** High

**2<sup>ND</sup> REMINDER!**

Dear LKK,

Kindly check & confirm finalized amount \$30,774.21 before Excess 0 & GST (part by part). 14 days repair.

Attached before paint & after repair photos.

Thank you

Paulo  
Service Consultant  
Bodyshop & Paint



Wearnes Automotive Pte Ltd  
45 Leng Kee Road Singapore 159103  
M (65) 98270463

[www.wearnest.com](http://www.wearnest.com)    [juan.paulo@wearnest.com](mailto:juan.paulo@wearnest.com)

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**From:** Juan Paulo Bongon Baldoz  
**Sent:** Tuesday, 21 June 2022 8:59 am  
**To:** Taufikh@lkkauto.com  
**Cc:** Shiau Chan (LKKAuto) <siewsc@lkkauto.com>  
**Subject:** FW: FINALIZED: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)  
**Importance:** High

REMINDER!

Dear Taufikh,

Kindly check & confirm finalized amount \$30,774.21 before Excess 0 & GST (part by part). 14 days repair.

Attached before paint & after repair photos.

Thank you

**Paulo**  
Service Consultant  
Bodyshop & Paint



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**From:** Juan Paulo Bongon Baldoz  
**Sent:** Thursday, 2 June 2022 4:27 pm  
**To:** [Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)  
**Cc:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Subject:** FINALIZED: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)  
**Importance:** High

Dear Taufikh,

Kindly check & confirm finalized amount \$30,774.21 before Excess 0 & GST (part by part). 14 days repair.

Attached before paint & after repair photos.

Thank you

**Paulo**  
Service Consultant  
Bodyshop & Paint



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**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Wednesday, 20 April 2022 12:44 pm  
**To:** Juan Paulo Bongon Baldoz <[juan.paulo@wearnest.com](mailto:juan.paulo@wearnest.com)>  
**Subject:** RE: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

Dear Paulo,

Please call me.

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:** Juan Paulo Bongon Baldoz <[juan.paulo@wearnest.com](mailto:juan.paulo@wearnest.com)>  
**Sent:** Wednesday, 13 April 2022 2:53 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

Hi Irene,

Noted with thanks

**Paulo**  
**Service Consultant**  
**Bodyshop & Paint**



**Wearnes Automotive Pte Ltd**  
45 Leng Kee Road Singapore 159103  
M (65) 98270463  
[www.wearnestauto.com](http://www.wearnestauto.com)    [juan.paulo@wearnest.com](mailto:juan.paulo@wearnest.com)

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Wednesday, 13 April 2022 11:50 am  
**To:** Juan Paulo Bongon Baldoz <[juan.paulo@wearnest.com](mailto:juan.paulo@wearnest.com)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

Dear Sir,

No car benefit nor transport allowance.

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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Wednesday, 13 April 2022 11:24 AM  
**To:** 'Juan Paulo Bongon Baldoz' <[juan.paulo@wearnes.com](mailto:juan.paulo@wearnes.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

Dear Sir,

Kindly note case handler is Irene Tay.

Dear Irene,

Append email.

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:** Juan Paulo Bongon Baldoz <[juan.paulo@wearnes.com](mailto:juan.paulo@wearnes.com)>  
**Sent:** Tuesday, 12 April 2022 5:46 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

**Importance:** High

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Dear officer-in-charge,

Kindly check & confirm if insured got any loaner car benefit or transport allowance?

Please advise.

Thank you

**Paulo**  
Service Consultant  
Bodyshop & Paint



**Wearnes Automotive Pte Ltd**  
45 Leng Kee Road Singapore 159103  
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[www.wearnesauto.com](http://www.wearnesauto.com)   [juan.paulo@wearnes.com](mailto:juan.paulo@wearnes.com)

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**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Sent:** Friday, 8 April 2022 4:43 pm

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Juan Paulo Bongon Baldoz <[juan.paulo@wearnes.com](mailto:juan.paulo@wearnes.com)>

**Subject:** RE: CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

Dear Paulo,

As instructed by our client , please proceed to repair the **insured vehicle SMX 3417G, (Excess \$0/-)**.

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,

**Veron Chen** | Case Handler **on Behalf of Shiau Chan**

**LKK Auto Consultants Pte Ltd**

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

---

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

**Sent:** Thursday, 7 April, 2022 10:33 AM

**To:** [juan.paulo@wearnes.com](mailto:juan.paulo@wearnes.com)

**Cc:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** CTP REF NO. SNM22D202255C01 - : OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

**Importance:** High

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with WEARNES 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

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

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---

**From:** Juan Paulo Bongon Baldoz <[juan.paulo@wearnes.com](mailto:juan.paulo@wearnes.com)>

**Sent:** Wednesday, 6 April 2022 12:24 PM

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

**Subject:** FW: OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)

**Importance:** High

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REMINDER.

Dear officer-in-charge,

Please arrange our client's vehicle for a pre-repair survey on 07 April (Thursday).

**Vehicle in our workshop at RENAULT.**

Kindly revert to us as soon as possible.

Thank you

**Paulo**  
Service Consultant  
Bodyshop & Paint



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**From:** Juan Paulo Bongon Baldoz  
**Sent:** Wednesday, 6 April 2022 10:52 am  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>  
**Subject:** RE: OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)  
**Importance:** High

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**From:** Juan Paulo Bongon Baldoz  
**Sent:** Wednesday, 6 April 2022 8:45 am  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)  
**Importance:** High

REMINDER.

Dear officer-in-charge,

Kindly check & confirm if we are authorized workshop to undertake own damage case.

Please revert to us as soon as possible.

Thank you

**Paulo**  
Service Consultant  
Bodyshop & Paint



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M (65) 98270463  
[www.wearnesauto.com](http://www.wearnesauto.com)   [juan.paulo@wearnes.com](mailto:juan.paulo@wearnes.com)

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**From:** Juan Paulo Bongon Baldoz  
**Sent:** Tuesday, 5 April 2022 4:42 pm  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** OD CLAIM: SMX3417G DOA: 01/04/2022 (CTI)  
**Importance:** High

Dear officer-in-charge,

Kindly check & confirm if we are authorized workshop to undertake own damage case.

Please revert to us as soon as possible.

Thank you

**Paulo**  
Service Consultant  
Bodyshop & Paint



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