

## Veron Chen (LKKAUTO)

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**From:** Toplis Harding <toplis@outlook.com>  
**Sent:** Friday, 15 July 2022 2:59 PM  
**To:** Bryan Ang (LKKAUTO); Veron Chen (LKKAUTO); Admin-D (LKKAUTO); assignments; SUR  
**Cc:** 'Peng Peng'; jenayak@toplis.com.sg  
**Subject:** Insured : Gennal Industries Pte Ltd - 4 third party cars affected / stained by the Insured's rooftop spraying painting droplets / works on 21.3.22 | CTI ref. SNC22D200008

Our ref : Y226205

Dear Bryan

We thank you for your prompt reply email (below to our email of even date) which is duly noted.

We look forward to receiving your re-survey report (with the actual realistic duration of repairs taken) on the final repair charges agreed with the respective motor workshops (for the 4 affected cars).

You can also submit your bill for this case for China Taiping's consideration & settlement as well.

Upon receipt of your re-survey report, we shall promptly advised China Taiping of the final adjusted / overall amount payable to conclude this case.

Best regards

*Victor Fong* 冯培



**Toplis And Harding (S) Pte Ltd**

133 Cecil Street  
#06-01A, Keck Seng Tower  
Singapore 069535  
Company reg. no. 197300081R  
Tel : +65 6226 2122  
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( In association with Context International

Established in Singapore in 1973

Mobile no : +65 9682 3799

Reply email : [victorfong@toplis.com.sg](mailto:victorfong@toplis.com.sg) or [victor.toplis.sg@gmail.com](mailto:victor.toplis.sg@gmail.com)

Alternate email for large attachments : [toplis@outlook.com](mailto:toplis@outlook.com)

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Sent from VF Office Desk

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**From:** Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

**Sent:** 15 July 2022 11:52 AM

**To:** Toplis Harding <toplis@outlook.com>; victorfong@toplis.com.sg; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** 'Peng Peng' <peng.peng@sg.cntaiping.com>; jenayak@toplis.com.sg  
**Subject:** SPAM-LOW: RE: Insured : Gennal Industries Pte Ltd - 4 third party cars affected / stained by the Insured's rooftop spraying painting droplets / works on 21.3.22 | CTI ref. SNC22D200008

Hi Victor

We will send an email to Motor Image to inform them that payment will be made by insurance company once relevant documents are received and in order.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com) | fax: 6741-4108

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

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**From:** Toplis Harding <[toplis@outlook.com](mailto:toplis@outlook.com)>

**Sent:** Friday, 15 July 2022 9:57 am

**To:** victorfong@toplis.com.sg; Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Peng Peng' <[peng.peng@sg.cntaiping.com](mailto:peng.peng@sg.cntaiping.com)>; jenayak@toplis.com.sg; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** Insured : Gennal Industries Pte Ltd - 4 third party cars affected / stained by the Insured's rooftop spraying painting droplets / works on 21.3.22 | CTI ref. SNC22D200008

Our ref : Y226205

Dear Veron

We refer to our email of 19.5.22 below.

Kindly advise if all the 4 cars have been rectified by their respective motor workshops (especially the Subaru car SKM6318X by Motor Image) and resurveyed by LKK yet. Please let us have your re-survey report on the final repair charges agreed with the motor workshops based on your resurvey and also the actual duration of the repair work taken.

The owner of the Subaru car has feedback that he is not able to collect his rectified car from Motor Image because he was told that Motor Image wants the payment upfront. Can you help to sort out this issue with Motor Image and let us / China Taiping know if you can resolve this issue with Motor Image at your end.

Please advise us soonest.

Best regards

*Victor Fong* 冯培



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Sent from VF Office Desk

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**From:** Victor Fong <[victorfong@toplis.com.sg](mailto:victorfong@toplis.com.sg)>

**Sent:** 19 May 2022 10:04 AM

**To:** 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'Admin-D (LKKAUTO)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>;

'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Peng Peng' <[peng.peng@sg.cntaiping.com](mailto:peng.peng@sg.cntaiping.com)>; [jenayak@toplis.com.sg](mailto:jenayak@toplis.com.sg); [toplis@outlook.com](mailto:toplis@outlook.com)

**Subject:** Insured : Gennal Industries Pte Ltd - 4 third party cars affected / stained by the Insured's rooftop spraying painting droplets / works on 21.3.22 | CTI ref. SNC22D200008

**Importance:** High

Our ref : Y226205

Dear Veron

We refer to your recent survey reports for the 4 affected third party cars.

Kindly proceed to authorise the workshops to proceed with the repair works as per your survey / adjustment provided the workshops have given you copies of the car owner's letter of authorisation to their respective nominated workshops to act for the car owners.

Please tell the workshops that payment will be made by China Taiping directly to them upon completion of the repair works to the car and subject to your final verification of the completed repair works.

Upon presenting their bills to China Taiping for payment, please tell the workshop to state China Taiping claim no. SNC22D200008 in their bill and let us have a copy of the completed DV signed by the third party car owners so that the payment can be match to the correct case file. Kindly also check the actual number of days taken to complete the repair works for Insurer to compute the loss of use claim.

Do contact us if you have any questions on the foregoing procedure.

Best regards

*Victor Fong* 冯培



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Sent from VF Office Desk

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

**Sent:** 11 May 2022 9:31 AM

**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [victorfong@toplis.com.sg](mailto:victorfong@toplis.com.sg); assignments

<[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Insured : Gennal Industries Pte Ltd - 4 third party cars affected / stained by the Insured's rooftop spraying painting droplets / works on 21.3.22 | CTI ref. SNC22D200008

Dear Victor,

Enclosed preliminary revised of vehicle SKM 6318X

Date of survey: 6/5/2022

Number of days (estimated) : 15 days

We have Not authorise repair

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@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](mailto:admin-d@lkkauto.com)>

**Sent:** Friday, 22 April 2022 11:47 AM

**To:** [victorfong@toplis.com.sg](mailto:victorfong@toplis.com.sg); assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Insured : Gennal Industries Pte Ltd - 4 third party cars affected / stained by the Insured's rooftop spraying painting droplets / works on 21.3.22 | CTI ref. SNC22D200008

Dear Victor,

Please be informed that,

1. SKV 8325P - survey appointment on 27.4.22 @ 10am
2. SKD 5157Y - survey done on 22.4.22 @ 10am
3. SMA 3008A - pending for the arrangement from repairer.
4. SKM 6318X - pending for the arrangement from repairer.

Thank you.

**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:** Victor Fong <[victorfong@toplis.com.sg](mailto:victorfong@toplis.com.sg)>

**Sent:** Wednesday, 20 April 2022 12:12 AM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** 'Peng Peng' <[peng.peng@sg.cntaiping.com](mailto:peng.peng@sg.cntaiping.com)>; 'Claims Dept of CTI' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [jenayak@toplis.com.sg](mailto:jenayak@toplis.com.sg); [toplis@outlook.com](mailto:toplis@outlook.com)

**Subject:** Insured : Gennal Industries Pte Ltd - 4 third party cars affected / stained by the Insured's rooftop spraying painting droplets / works on 21.3.22 | CTI ref. SNC22D200008

**Importance:** High

Our ref. Y226205

Dear LKK Auto

We are the loss adjuster appointed by China Taiping Insurance (Singapore) Pte Ltd to look into the above captioned matter involving the following 4 third parties cars which were affected by fine spray painting droplets arising from a building contractor's works :-

- 1) Mr Scharenguivel Royston George Jr  
(BMW 216i Active tourer car SKV 8325P) :
- |                  |                     |              |
|------------------|---------------------|--------------|
| - repairs to car | S\$52,387.74        |              |
| - loss of use    | <u>unquantified</u> | S\$52,387.74 |
- 2) Mr Jerryl How (BMW 216i GT car SKD 5157Y) :
- |                  |                 |           |
|------------------|-----------------|-----------|
| - repairs to car | S\$ 15,591.29   |           |
| - car polish     | 500.00          |           |
| - loss of use    | <u>1,800.00</u> | 17,891.29 |
- 3) Mr James Chua (Mazda 6 car SMA 3008A) :
- |                  |                 |           |
|------------------|-----------------|-----------|
| - repairs to car | S\$ 10,842.23   |           |
| - car polish     | 500.00          |           |
| - loss of use    | <u>3,252.80</u> | 14,595.03 |

- 4) Mr Ronnie Tok (Subaru Forester 2.0i-L car SKM 6318X) :
- |                  |                     |           |
|------------------|---------------------|-----------|
| - repairs to car | S\$ 17,402.38       |           |
| - car polish     | 900.00              |           |
| - loss of use    | <u>unquantified</u> | 18,302.38 |

On behalf of China Taiping Insurance, we would like to appoint LKK Auto to survey / assess the damage directly caused by the spray painting droplets to the 4 third parties cars on a 'without prejudice' basis. Please impress upon the respective motor workshops that your survey is strictly on a without prejudice basis.

Attached are the repair quotations for the respective 4 cars for your attention.

Kindly proceed with the motor survey and let us have your motor survey report (including your estimate for the duration needed for loss of use claim purpose for the said restoration works) as soon as possible.

We shall be informing the 4 respective car owners of your appointment to survey their cars on a without prejudice basis.

You can bill your survey fees for this matter directly to China Taiping Insurance (S) Pte Ltd under their claim reference number - SNC22D200008 for this case.

Do contact us if you have any questions for this new case.

Best regards

*Victor Fong* 冯培

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