

Shiau Chan (LKKAUTO)

From: Victor Fong <victorfong@toplis.com.sg>
Sent: Thursday, 19 May 2022 12:07 PM
To: Shiau Chan (LKKAUTO); Veron Chen (LKKAUTO); assignments; SUR
Cc: 'Peng Peng'; jenayak@toplis.com.sg; toplis@outlook.com
Subject: RE: 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

Our ref : Y226205

Dear Shiau Chan

We refer to our earlier email of 19.5.22 and to your reply email on the same day (below).

We confirm that you can inform all the workshops that liability is clear subject to the following provisions :

1. the nominated workshop must have their usual letter of authorisation (signed by the car owner) to act for them
2. surveyor verification of repair cost and repair days
3. workshop must obtain a signed discharge form from the car owner that the workshop's repair works have been completed to their acceptance when the owners take back their car from their nominated workshop
4. all settlement / payment by China Taiping Insurance upon presentation of the workshop's final bill is on without admission of liability basis

Kindly advise if there is any issue with the foregoing standard procedure.

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
Fax : +65 6224 8981



(In association with Context International

) Established in Singapore in 1973

Mobile no : +65 9682 3799

Reply email : victorfong@toplis.com.sg or victor.toplis.sg@gmail.com

Alternate email for large attachments : toplis@outlook.com

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Sent from VF Office Desk

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>

Sent: 19 May 2022 10:30 AM

To: victorfong@toplis.com.sg; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'Peng Peng' <peng.peng@sg.cntaiping.com>; jenayak@toplis.com.sg; topline@outlook.com

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

Dear Victor,

Please confirm that we will inform all the workshops liability clear subject to surveyor verification of repair cost and repair days.

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: Victor Fong <victorfong@toplis.com.sg>

Sent: Thursday, 19 May 2022 10:04 AM

To: 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; 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

From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: 11 May 2022 9:31 AM

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

<assignments@lkkauto.com>; SUR <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 | fax: 6256-4315

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Sent: Friday, 22 April 2022 11:47 AM

To: victorfong@toplis.com.sg; assignments <assignments@lkkauto.com>; SUR <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 | fax: 6256-4315

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

From: Victor Fong <victorfong@toplis.com.sg>

Sent: Wednesday, 20 April 2022 12:12 AM

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

Cc: 'Peng Peng' <peng.peng@sg.cntaiping.com>; 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; jenayak@toplis.com.sg; 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 :-

-) 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 2.01-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

Toplis and Harding (S) Pte Ltd
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Singapore 069535
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