

Yan (LKK Auto)

From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Monday, 18 July 2022 11:46 AM
To: Chee So Chow; Claims Dept of CTI; Tan Kian Wei Billy
Cc: assignments@lkkauto.com; sur@lkkauto.com; 'Admin A'; Hsiao Tong (LKKAuto)
Subject: FW: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021 SNM21D206608

Importance: High

Dear So Chow,

Any updates? Car is in already.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee
Sent: Thursday, 14 July 2022 6:00 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021 SNM21D206608
Importance: High

Dear So Chow,

Please arrange for survey on next Monday between 1pm to 4pm.

Kindly confirm appt in writing.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
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From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Friday, 11 March 2022 9:17 AM
To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
SNM21D206608

[Confidential]

Hi Michelle

Our apology. Thank you for pointing out the error.

It should be Liability in favour of your client.

Please proceed with direct settlement according to our surveyor's recommendation for repair cost and duration of repair.

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. Any inconvenience caused is much regretted.

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Friday, March 11, 2022 8:44 AM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021

SNM21D206608

Importance: High

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Dear So Chow,

Can you revert again on liability?

As previous email you stated that it's in your favour.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
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From: Chee So Chow <sochow.chee@sg.cntaiping.com>

Sent: Thursday, 10 March 2022 9:58 AM

To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
SNM21D206608

[Confidential]

Hi Michelle

Liability in favour of our client.

Please proceed with direct settlement according to our surveyor's recommendation for repair cost and duration of repair.

NOTICE :

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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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Thursday, February 10, 2022 9:31 AM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

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Dear So Chow,

Please revert with an update.

Any issues, please call me at 91294556.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

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From: Michelle Ong Siew Bee
Sent: Thursday, 13 January 2022 5:34 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

Dear So Chow,

Any updates, my customer has been chasing.

Your immediate attention is greatly appreciated.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
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www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee
Sent: Friday, 31 December 2021 10:45 AM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

Dear All,

Please give us an update on the status so that we can move on from there.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
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www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee
Sent: Wednesday, 29 December 2021 10:38 AM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

Dear So Chow,

Any updates.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee
Sent: Thursday, 16 December 2021 6:40 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

Dear So Chow,

We refer to our email dated 16th Nov, 18th Nov, 1st Dec, 9th Dec and 13th Dec 2021.

Please give us an update on liability clearance on urgent basis.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee
Sent: Monday, 13 December 2021 3:10 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

Dear so Chow,

Any updates? Please revert on liability clearance on urgent basis.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.

249 Alexandra Road Singapore 159103

M (65) 9129 4556 F (65) 6264 7137

www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee

Sent: Thursday, 9 December 2021 12:53 PM

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

Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021

Importance: High

Dear So Chow,

Any updates?

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.

249 Alexandra Road Singapore 159103

M (65) 9129 4556 F (65) 6264 7137

www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee

Sent: Wednesday, 1 December 2021 11:34 AM

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

Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021

Importance: High

Dear So Chow,

Please revert on liability clearance on urgent basis.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
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From: Michelle Ong Siew Bee
Sent: Thursday, 18 November 2021 2:38 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

Dear So Chow,

Please refer to my email which I've replied yesterday.

We are agreeable to Mohd Taufikh.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Thursday, 18 November 2021 1:48 PM
To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: SNM21D206608C02 - Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021

[Confidential]

Dear Team

We refer to your email of 16.11.21.

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 our insured has not reported the accident.

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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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Tuesday, November 16, 2021 3:55 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Direct Settlement - Our Ref: SLM2527Z; Your Insured SLU480U DOA 05/11/2021
Importance: High

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Dear Sirs,
We refer to the above matter.
Attached for Direct Settlement.
Kindly revert asap.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint

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249 Alexandra Road Singapore 159103
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