

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 7 September 2022 2:10 PM
To: Jess Francis Carlos; SUR
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Dear Jess,

WITHOUT PREJUDICE

Confirm final fig \$5,217.90 before GST and 4 repair days.

Kindly send the relevant documents to China Taiping Insurance company.

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: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Friday, 2 September 2022 8:22 AM
To: SUR <sur@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Cc: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

To whom it may concern,

We would like to follow-up on regarding the email below.

Regards,



Jess Francis Carlos

Insurance Claims Executive | Eurokars Services Pte Ltd



5 Ubi Close, Singapore 408605

Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

EurokarsGroup.com | [EurokarsGroupSGLinkedin](https://www.linkedin.com/company/eurokars)

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From: Jess Francis Carlos
Sent: 01 September 2022 6:21 PM
To: thevan@lkkauto.com
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Hi,

We would like to follow-up the email below.

Regards,



Jess Francis Carlos
Insurance Claims Executive | Eurokars Services Pte Ltd



5 Ubi Close, Singapore 408605
Tel. +65 6395 8833 | HP +65 8128 9802 | jess.carlos@eurokars.com.sg

[EurokarsGroup.com](https://www.eurokarsgroup.com) | [EurokarsGroupSGLinkedin](#)

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From: Jess Francis Carlos
Sent: 30 August 2022 10:45 AM
To: thevan@lkkauto.com
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Hi Thevan,

Kindly review the attachment above and let have your confirmation in order to close this case.

TOTAL LABOUR	2,920.00
TOTAL PARTS	2,297.90
TOTAL	5,217.90
LESS EXCESS	-

TOTAL AFTER EXCESS	5,217.90
GST 7%	365.25
GRAND TOTAL	5,583.15
REPAIR DAYS	4.00

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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1.618



From: Jess Francis Carlos
Sent: 22 August 2022 4:24 PM
To: 'thevan@lkkauto.com' <thevan@lkkauto.com>
Cc: 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Sir,

We will require an additional of 1 day of repair.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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1.618



From: Jess Francis Carlos
Sent: 22 August 2022 4:19 PM
To: thevan@lkkauto.com
Cc: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Sir,

Kindly review the attachments above.

Let us have your approval for the requested items below and additional labor.

7	REINFORCEMENT REAR	1	520.00			MKD53-50-260D
19	GASKET RH LAMP TRUNK LID	1	45.90			MKD53-51-3H8B
20	GASKET LH LAMP TRUNK LID	1	45.90			MKD53-51-3J8B
23	ORNAMENT CX-5	1	47.60			MKD53-51-721
24	ORNAMENT SKYACTIV	1	75.20			MKD53-51-771

1		REPAIR LOWER SECTION OF THE TAILGATE.	330.00
2		SPRAY TAILGATE.	630.00

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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1.618



From: Jess Francis Carlos
Sent: 03 August 2022 9:13 AM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Ma'am,

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: 02 August 2022 6:36 PM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Without Prejudice, Save as to Costs

Dear Sirs

Please be advised that liability is in favor of your client.

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](tel:62247175). Any inconvenience caused is much regretted.

Thank you.

Adeline Chng
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Sent: Tuesday, August 2, 2022 5:53 PM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>

Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

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To whom it may concern,

We would like to follow-up the TP Claim Liability for this case.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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From: Jess Francis Carlos

Sent: 01 August 2022 3:44 PM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Hi,

The owner is already here.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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1.618



From: Jess Francis Carlos

Sent: 01 August 2022 9:51 AM

To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Hi LKK Team,

Kindly arrange the TP Claim Survey to our client's vehicle on Aug 1, 2022 (Monday) @ 4 Pm.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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1.618



From: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: 28 July 2022 5:42 PM

To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; assignments <assignments@lkkauto.com>

Cc: Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Falcoe Lee <falcoe.lee.wf@eurokars.com.sg>; James Ng <james.ng.wk@eurokars.com.sg>

Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Without Prejudice, Save as to Costs

Dear LKK

Please refer to below email and liaise with third party workshop.

NOTICE :

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Thank you.

Adeline Chng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

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From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>

Sent: Thursday, July 28, 2022 5:42 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

Cc: Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Falcoe Lee <falcoe.lee.wf@eurokars.com.sg>; James Ng <james.ng.wk@eurokars.com.sg>

Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

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Hi,

We will choose Mr Marcus Chua of LKK for this case.

Kindly administer the assignment to LKK for our arrangement.

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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From: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: 28 July 2022 5:24 PM

To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Falcoe Lee <falcoe.lee.wf@eurokars.com.sg>; James Ng <james.ng.wk@eurokars.com.sg>

Subject: RE: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Without Prejudice, Save as to Costs

Our reference: **SNM22D205148C02/ SKH7957X/Chngpw**

Your reference: SJG6377T

Dear Sirs

ACCIDENT INVOLVING SKH7957X & SGC6936L ON 24/07/2022

We refer to your email of 27/07/2022

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.

If you have any queries, please contact Adeline Chng at 63896155 and email us at claimsdept@sg.cntaiping.com

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Thank you.

Adeline Chng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Thursday, July 28, 2022 11:51 AM

To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>; Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; stephanie.loke@eurokars.com.sg; Randell Goon <randell.goon@eurokars.com.sg>; derek.oh@eurokars.com.sg; jason.wong@eurokars.com.sg; weicin.tan@eurokars.com.sg; Falcoe Lee Weng Fai <falcoe.lee.wf@eurokars.com.sg>; James Ng <james.ng.wk@eurokars.com.sg>; Adeline Chng <adeline.chng@sg.cntaiping.com>

Subject: O/R: SNM22D205148/C02/SKH7957X/CHNGPW / FW: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

Without Prejudice

Dear Adeline,

Please conduct PRS for SGC6936L.

Note: officer in charge Adeline Chng 63896155.

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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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Sent: Wednesday, 27 July 2022 11:27 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Eric Paul Glorioso <eric.glorioso@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>; Randell Goon <randell.goon@eurokars.com.sg>; Derek Oh <derek.oh@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Falcoe Lee <falcoe.lee.wf@eurokars.com.sg>; James Ng <james.ng.wk@eurokars.com.sg>
Subject: China Tai ref - SKH7957X / Our ref - SGC6936L CX5 / 24-7-2022 / TP Claim - China Tai / Survey +

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To whom it may concern,

Kindly arrange the TP Claim Survey to our client's vehicle.

Survey Type (New Survey / Resurvey)	SURVEY
Vehicle to be surveyed :	SGC6936L CX5
CHINA TAI Insured Vehicle :	SKH7957X
Date of Accident :	Sunday, 24 July 2022
Date of Survey :	TBA
Name of Workshop :	Trans Eurokars Pte Ltd

Address of Survey Location :	5 UBI CLOSE, Singapore 408605
Name of Contact Person :	Jess Carlos
Contact Number :	8128 9802
Any Undercarriage involved : (please indicate Yes / No)	NO

Thank you.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
5 Ubi Close
Singapore 408605
Tel no.: 8128 9802

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From: scan@eurokars.com.sg <scan@eurokars.com.sg>
Sent: 27 July 2022 11:26 AM
To: Jess Francis Carlos <jess.carlos@eurokars.com.sg>
Subject: Attached Image