

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 21 September 2022 3:41 PM
To: Ramesh; Steve Chen (LKK Auto)
Cc: William Oh Soon Lee; Catherine Chong Kai Ling; Kon Yin Siew; Liew Si Ming; Bryan Ang (LKKAuto); SUR
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01 - URGENT

Dear Ramesh,

WITHOUT PREJUDICE

We will be advising our principal a cost of repair at Lump Sum \$2,200.00 before excess \$0/- & GST and 4 days of repair, subject to their approval.

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: Ramesh <Ramesh@goldbell.com.sg>
Sent: Monday, 19 September 2022 11:48 AM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01 - URGENT
Importance: High

Hi Shiau Chan and Steve,

Kindly finalise SMZ9596Y repair cost at soonest.

The repair limits up to agreed amount of \$2730 (before excess);

Thank you.



Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

Distribution | Leasing | Financial Services | Tech-enabled Core | Venture Build | Investments | Accelerator



From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Thursday, 15 September 2022 3:08 pm
To: Ramesh <Ramesh@goldbell.com.sg>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01 - URGENT

Dear Ramesh,

As instructed by our client, please proceed to repair the insured vehicle SMZ 9596Y at repair cost on Lump Sum basis (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,

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Wednesday, 14 September 2022 4:16 PM
To: Ramesh <Ramesh@goldbell.com.sg>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; KonYinSiew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Albert Chua <albert.chua@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01 - URGENT

Hi Ramesh

1. We note that insured had decided to repair the vehicle at your workshop;
2. The repair limits up to agreed amount of \$2730 (before excess);
3. To inform LKK for resurvey after completion of repair;
4. We'll come back to you on mermen submission and DV.

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 & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Tuesday, 13 September 2022 3:40 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; sur@lkkauto.com; assignments@lkkauto.com
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; KonYinSiew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Albert Chua <albert.chua@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01 - URGENT
Importance: High

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Ms. Cecillia,

LKK surveyor just done his survey markings.
Repair yet to authorised (Lump Sum repair).

As per agreement within Insurer and SMZ9596Y owner.
Insurance will pay owner based on original Audi parts (COR amount decided by LKK).

But owner will replace damage items with ABT parts and pay workshop.

Hence I had informed LKK surveyor Mr. Steve after paint photo, vehicle will be fitted with ABT parts.

Looking forward for your soonest Authorisation to get this car back on road by coming Friday.

Thank you.



Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

Distribution | Leasing | Financial Services | Tech-enabled Core | Venture Build | Investments | Accelerator



From: Ramesh

Sent: Tuesday, 13 September 2022 12:27 pm

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; sur@lkkauto.com; assignments@lkkauto.com

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Albert Chua <albert.chua@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>

Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01 - URGENT

Importance: High

Dear LKK,

If necessary, please arrange your surveyor to Goldbell Pandan to view SMZ9596Y vehicle today. Owner is pushing to get his car repaired "using ABT parts" by coming Friday cos he using this car for his wedding. Hence we want to start on repairs ASAP.

Goldbell Pandan
Blk K, Pandan Loop Ind.Estate, #01-12, Singapore 128219

Look for Ramesh @ 81578014.

Thank you.



Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

Distribution | Leasing | Financial Services | Tech-enabled Core | Venture Build | Investments | Accelerator



From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Monday, 12 September 2022 12:00 pm
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; sur@lkkauto.com; assignments@lkkauto.com
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Albert Chua <albert.chua@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; Ramesh <Ramesh@goldbell.com.sg>
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01 - URGENT
Importance: High

Dear LKK

Please see attached repair estimate & photos from Goldbell and let us have your recommendation on repair cost (based on standard parts).

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.

Thanks & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Cecilia Lee
Sent: Friday, 9 September 2022 3:41 pm
To: Ramesh <Ramesh@goldbell.com.sg>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; KonYinSiew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Albert Chua <albert.chua@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; assignments@lkkauto.com; sur@lkkauto.com
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01
Importance: High

Dear Ramesh

We understand from the agent that our insured has sent the vehicle to your workshop.

As the policy only covers the standard parts, please email your repair estimate (based on standard parts) to LKK and copy us soonest as possible.

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.

Thanks & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Wednesday, 7 September 2022 5:14 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; KonYinSiew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>; Albert Chua <albert.chua@sg.cntaiping.com>
Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Ms. Cecillia,

M/s LKK had completed the survey, the only affected body kit is the **front bumper lower skirt** !!!!

Please refer to following photos,



Front bumper main grill, main grill holder, front bumper lower skirt (These are ABT parts)
Yet to confirm front bumper condition. We need to remove complete front bumper to assess the extent of damage.

However if you want to replace the front ABT nose with original Audi nose then we feel the present bumper needs to be replace too.

As the brackets and holders may be different.

Regards.



Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

Distribution | Leasing | Financial Services | Tech-enabled Core | Venture Build | Investments | Accelerator



From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Tuesday, 6 September 2022 5:34 pm

To: Ramesh <Ramesh@goldbell.com.sg>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling

<CatherineChongKL@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Liew Si Ming

<LiewSiMing@goldbell.com.sg>; Albert Chua <albert.chua@sg.cntaiping.com>

Subject: RE: SMZ9596Y OF CLAIM - SNM22D206276/C01

Hi Ramesh

Our earlier conversation refers.

M/s LKK had completed the survey, the only affected body kit is the front bumper lower skirt.

Please advise would you able to take up the repair for other parts without the body kit?

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.

Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Albert Chua <albert.chua@sg.cntaiping.com>

Sent: Tuesday, 6 September 2022 4:27 pm

To: Ramesh <Ramesh@goldbell.com.sg>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; KonYinSiew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>

Subject: RE: SMZ9596Y OF CLAIM

Hi Ramesh,

I understand this case has already been assigned to LKK by Cecilia.

We will await their findings before further actions to be taken.

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.

Regards,

Albert Chua

General Manager

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6181 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Ramesh <Ramesh@goldbell.com.sg>
Sent: Tuesday, 6 September 2022 4:09 pm
To: Albert Chua <albert.chua@sg.cntaiping.com>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; KonYinSiew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>
Subject: RE: SMZ9596Y OF CLAIM

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. Albert,

We have already ask around supplier in the market.
Due to this is 3 years ago model high chance agent carry the stock.

Supplier can't provide parts costings, but the price based by owner the time he purchased was \$8200.00

Regards.



Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

Distribution | Leasing | Financial Services | Tech-enabled Core | Venture Build | Investments | Accelerator



From: Albert Chua <albert.chua@sg.cntaiping.com>
Sent: Tuesday, 6 September 2022 3:35 pm
To: Ramesh <Ramesh@goldbell.com.sg>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; Kon Yin Siew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>
Subject: RE: SMZ9596Y OF CLAIM

Dear Ramesh,

May I confirm if Goldbell is not able to repair due to non-availability of parts or that Goldbell does not have the capability to repair this vehicle?

Despite the parts unavailability, are you able to know how much they costs as compared to original factory fitted parts?

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.

Regards,

Albert Chua

General Manager
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6181 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Ramesh <Ramesh@goldbell.com.sg>

Sent: Tuesday, 6 September 2022 12:38 pm

To: Albert Chua <albert.chua@sg.cntaiping.com>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: William Oh Soon Lee <WilliamOhSL@goldbell.com.sg>; Catherine Chong Kai Ling <CatherineChongKL@goldbell.com.sg>; KonYinSiew <KonYinSiew@goldbell.com.sg>; Liew Si Ming <LiewSiMing@goldbell.com.sg>

Subject: SMZ9596Y OF CLAIM

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. Albert,

Hope this email find you well.

We attended to your insured SMZ9596Y **AUDI A4 upgraded with ABT body kit** for OD Claim.
(Vehicle registered dated: 31/5/2019)

Hence, we sourced local part vendors for ABT parts and non-have available parts.

Kindly assist us to find another China Taiping Authorised workshop who can handle ABT body kit.

Looking forward to your soonest reply so that we can update your insured.

Thank you Sir.



Industrial Vehicles. Financial Services.
41,000 Served. And Counting.

Ramesh | Senior Executive, Motor Claims
Goldbell Engineering Pte Ltd

t: +65 6864 0695 | m: +65 8157 8014 | f: +65 6863 0425 | w: www.goldbell.com.sg

Distribution | Leasing | Financial Services | Tech-enabled Core | Venture Build | Investments | Accelerator

