

Meng Yan (LKK Auto)

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Thursday, 9 March 2023 11:42 AM
To: Xin Yun Auto Main; assignments
Cc: SUR
Subject: RE: O/R: SNM23D201637/C01/SMT5825U/TANKL / RE: OD FOR SMT5825U
Attachments: SMT5825U_28022023.pdf; OD request form.pdf

Without Prejudice

Dear Yi Xin,

We received your email below with thanks.

Dear LKK,

Please assists to arrange survey for OD claim.

Thank you.

Regards

Tan Kah Leong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/

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From: Xin Yun Auto Main <xinyunauto1@gmail.com>
Sent: Thursday, March 9, 2023 11:28 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: O/R: SNM23D201637/C01/SMT5825U/TANKL / RE: OD FOR SMT5825U

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.Tan,

Good morning, this is Yi Xin from workshop.
Would highly appreciate it if you can arrange your surveyor to survey the vehicle first and give his professional view, thank you.
Because the main body chassis is aluminum badly damaged.

Thank you and best regards

Yi Xin

Xin Yun Auto Pte Ltd

8 Kaki Bukit Avenue 4, #05-23,

Premier@Kaki Bukit, Singapore 415875

T: 63340858 | E: xinyunauto1@gmail.com

On Thu, Mar 9, 2023 at 11:20 AM Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Dear Sir,

Kindly note case handler is Tan Kah Leong.

Dear Kah Leong,

Fya.

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: Xin Yun Auto Main <xinyunauto1@gmail.com>

Sent: Wednesday, March 8, 2023 2:28 PM

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

Subject: Re: O/R: SNM23D201637/C01/SMT5825U/TANKL / RE: OD FOR SMT5825U

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Dear Mr.Chong,

Good afternoon, I spoke to you yesterday to explain the situation.

So far there is no case officer to contact us or any survey has been arranged.

We would highly appreciate it if you could assist this case asap. Thank you.

Your insured called us and requested the update, could you please help, thanks.

Best Regards

Yi Xin

Xin Yun Auto Pte Ltd

8 Kaki Bukit Avenue 4, #05-23,

Premier@Kaki Bukit, Singapore 415875

T: 63340858 | E: xinyunauto1@gmail.com

On Mon, Mar 6, 2023 at 3:26 PM Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Dear Yi Xin,

We usually request estimate so the claim can be looked into..

Thank you

Chong Boon Sen

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Xin Yun Auto Main <xinyunauto1@gmail.com>

Sent: Monday, March 6, 2023 10:51 AM

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

Subject: Re: O/R: SNM23D201637/C01/SMT5825U/TANKL / RE: OD FOR SMT5825U

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.Chong,

Good morning, I would suggest arranging your surveyor to come first, because the main body chassis is aluminum badly damaged.

Would highly appreciate it if you can arrange the surveyor to survey the vehicle first and give his professional view, thank you.

Best Regards

Yi Xin

Xin Yun Auto Pte Ltd

8 Kaki Bukit Avenue 4, #05-23,

Premier@Kaki Bukit, Singapore 415875

T: 63340858 | E: xinyunauto1@gmail.com

On Mon, Mar 6, 2023 at 10:22 AM Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Dear Sir,

Pls submit your estimate for od as this is autoexcel to process od claim at your end.

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

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