

Huey Yon (LKKAuto)

From: Rasul (LKKAuto)
Sent: Thursday, 20 July 2023 9:44 AM
To: Dennis Leong
Cc: Huey Yon (LKKAuto)
Subject: Re: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | PROPOSE DS

Hi Dennis,

We will be advising our principal a cost of repair P/P \$17,555.00 /- with 09 days of repair before GST, subject to their approval.

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Dennis Leong <dennisleong@motorimage.net>
Sent: Tuesday, 18 July 2023 10:29 am
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | PROPOSE DS

Hi Rasul,

Attached a copy of item included to new car sale

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Rasul (LKKAUTO) <Rasul@lkkauto.com>

Sent: Tuesday, 18 July 2023 10:14 am

To: Dennis Leong <dennisleong@motorimage.net>

Subject: Re: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | PROPOSE DS

Hi Dennis,

Kindly forward me the invoice for SUPPLY INSTALL REAR WINDSCREEN SOLAR FILM

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Rasul@lkkauto.com | fax: 6841-4315

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



Save the Earth. Print only when necessary.

From: Dennis Leong <dennisleong@motorimage.net>

Sent: Tuesday, 18 July 2023 9:53 am

To: Rasul (LKKAUTO) <Rasul@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; LKINSTEAM <LKINSTEAM@tanchong.org>

Subject: FW: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | PROPOSE DS

WITHOUT PREJUDICE

Dear Rasul,

Our COR computation is attached for your agreement.

COR: \$17,555.00 before GST.

09 repair days (not including preparation of estimate, wait for survey/authorization/spare parts, Sat/Sun/PH).

Kindly confirm the above as soon as possible.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Lynn Khong <lynn.khong@sg.cntaiping.com>

Sent: Tuesday, 16 May 2023 9:25 am

To: Dennis Leong <dennisleong@motorimage.net>; Jeffery Tan <jefferytan@motorimage.net>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | PROPOSE DS

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Jeffery,

We will follow the benchmark range.

We shall wait for the LOD quantification for assessment and negotiation.

Thank you

Regards,

Lynn Khong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Tel: (65) 6389 6116 | 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: Dennis Leong <dennisleong@motorimage.net>
Sent: Monday, May 15, 2023 5:24 PM
To: Lynn Khong <lynn.khong@sg.cntaiping.com>; Jeffery Tan <jefferytan@motorimage.net>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | PROPOSE DS

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Without Prejudice

Dear Lynn,

Thank for the liability clearance. We accept 100% Direct Settlement in our client's favor.

We will proceed to repair the vehicle following surveyor's recommendation and LOU/LOR to follow NIMA benchmark. We propose for LOU/LOR at \$100.00/\$130.00 daily. Let us have your confirmation and acceptance on this. Should you do not agree to the rate, let us know in writing within 3 working days from this email or we will deem that you have agreed on our proposal. We will forward the necessary documents once available.

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: Lynn Khong <lynn.khong@sg.cntaiping.com>

Sent: Monday, 15 May 2023 4:38 pm

To: Jeffery Tan <jefferytan@motorimage.net>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>

Subject: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | PROPOSE DS

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Jeffery,

Based on the available information, we agree on **direct settlement**.

Subject to policy terms & conditions, damages consistency and quantum, please let us have your quantification of claim including your client's Letter of Authority once repair cost and days are finalised with our surveyor for our further consideration.

Please note that the claim for loss of use and/or rental per day, if any, will be strictly based on the Non-Injury Motor Accident (NIMA) benchmark and surveyor's recommendation.

Please note that this proposal shall not be deemed or construed to be (a) an admission of the truth or falsity of any actual or potential claims or (b) an acknowledgment or admission by China Taiping Insurance Pte Ltd of any fault or liability whatsoever to the insured or to any third party.

China Taiping Insurance Pte Ltd reserves any and all rights under the policy to investigate the claim and to make a determination on coverage, including the rights to reject the claim.

Regards,

Lynn Khong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Tel: (65) 6389 6116 | 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: Jeffery Tan <jefferytan@motorimage.net>
Sent: Friday, May 12, 2023 5:21 PM
To: Lynn Khong <lynn.khong@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>
Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | SJE LKK

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Dear Ms. Lynn,

We have not heard anything from you regarding this case.

Can advise if we can proceed with Direct Settlement for this case?

Our client is not happy that your side is not responding to us.

As your partnered Accident Reporting Centre, we are also trying to our best to manage the customer from taking the matter further then it needs to if we can amicably resolve the matter.

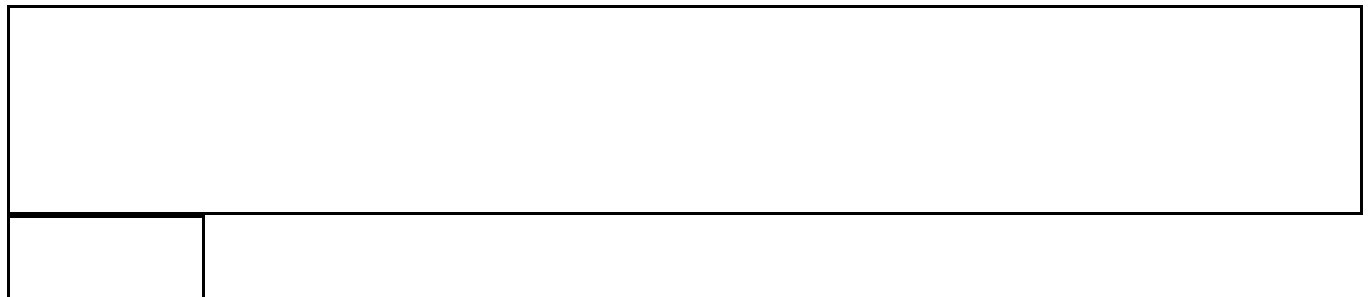
We do hope that you are able to look into the case urgently and we do hope to have a favorable reply from you soon.

Thank you.

Best Regards,

Jeffery Tan

Motor Image Enterprises Pte Ltd
25 Leng Kee Road, Singapore 159097
HP/WhatsApp: +65 9093 8598
DID: +65 6703 8598
Email: jefferytan@motorimage.net
Website: www.tanchong.com :: www.subaru.asia



From: Jeffery Tan
Sent: Tuesday, May 9, 2023 9:20 AM
To: 'Lynn Khong' <lynn.khong@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | SJE LKK

Hi Ms. Lynn,

Any update on this case? Our insured is asking for status.

We would like to know if you are keen in having this case resolve under direct settlement.

We hope to have a favorable reply from you soon.

Thanks!

Best Regards,

Jeffery Tan

Customer Service - Assistant Manager

Motor Image Enterprises Pte Ltd

25 Leng Kee Road, Singapore 159097

HP/WhatsApp: +65 9093 8598

DID: +65 6703 8598

Email: jefferytan@motorimage.net

Website: www.tanchong.com :: www.subaru.asia



From: Jeffery Tan

Sent: Wednesday, May 3, 2023 6:47 PM

To: Lynn Khong <lynn.khong@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>

Subject: RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | SJE LKK

Hi Ms. Lynn,

Survey was carried out by LKK yesterday.

Attached the copy of the estimate for your reference.

May we have an update on the status from your side?

Kindly update us on the outcome your clarification with your insured.

Thank you.

Best Regards,

Jeffery Tan

Motor Image Enterprises Pte Ltd

25 Leng Kee Road, Singapore 159097

HP/WhatsApp: +65 9093 8598

DID: +65 6703 8598

Email: jefferytan@motorimage.net

Website: www.tanchong.com :: www.subaru.asia



From: Lynn Khong <lynn.khong@sg.cntaiping.com>

Sent: Thursday, April 27, 2023 11:34 AM

To: Dennis Leong <dennisleong@motorimage.net>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; Jeffery Tan <jefferytan@motorimage.net>

Subject: PRE-REPAIR SURVEY-Our Ref: SNM23D203013/C02/KHONGLH & Your Ref: SGD7172L | SJE LKK

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Dennis,

We will be appointing **M/s LKK Auto Consultants Pte Ltd** to conduct the pre-repair survey (PRS) on your client's vehicle.

We seek your cooperation to arrange the vehicle readily for dismantling with repair estimates during the pre-repair survey.

Please note that we are unable to advise liability as we are pending document from our insured and policy issue clarification.

Thank you

Hi LKK,

Please assist to arrange SJE PRS.

02/MAY/2023 @ 11:00AM here in our premises, 25 Leng Kee Road S159097

Thank you

Regards,

Lynn Khong

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
Tel: (65) 6389 6116 | 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: Dennis Leong <dennisleong@motorimage.net>
Sent: Wednesday, April 26, 2023 4:23 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: LKINSTEAM <LKINSTEAM@tanchong.org>; Jeffery Tan <jefferytan@motorimage.net>
Subject: FW: PRE-REPAIR SURVEY-Our Ref: SNM23D203013 & Your Ref: SGD7172L

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Hi all,

Without Prejudice,

We will like to propose assign - Mohamad Taufikh Bin Hamid (LKK)

Do take note customer is asking for survey to be carry out by 02/MAY/2023 @ 11:00AM here in our premises, 25 Leng Kee Road S159097. Owner will be waiting while the survey is being carry out.

Kindly confirm survey arrangement

*****Kindly reply to all for easier follow-up*****

Best Regards.

DENNIS LEONG

Insurance Claim
Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8164
HP: (65) 9489 9000
Email: dennisleong@motorimage.net

From: donotreply.claims@sg.cntaiping.com <donotreply.claims@sg.cntaiping.com>
Sent: Wednesday, 26 April 2023 4:00 pm
To: lynn.khong@sg.cntaiping.com; KahLeong.Tan@sg.cntaiping.com; Dennis Leong <dennisleong@motorimage.net>; Jeffery Tan <jefferytan@motorimage.net>
Subject: PRE-REPAIR SURVEY-Our Ref: SNM23D203013 & Your Ref: SGD7172L

Dear Sir/Madam,

The attached letter is for your information and necessary action.

Please contact the officer-in-charge in our letter attached your follow up. No hardcopy letter(s) will be sent to you.

If you have any enquiries, you may email us at claimsdept@sg.cntaiping.com.

Please do not reply to this email.

Best regards,

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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