

## Rajes (LKK Auto)

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**From:** Lynn Khong <lynn.khong@sg.cntaiping.com>  
**Sent:** Monday, 15 May 2023 2:21 PM  
**To:** Claims; SUR; assignments  
**Subject:** PRE-REPAIR SURVEY-Our Ref: SNM23D203373 & Your Ref: SCL9888Y | SJE LKK

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Wayne,

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.

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.

Thank you

Hi LKK,

Please assist to arrange SJE PRS - Marcus.

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

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**From:** Claims <claims@procarcare.com.sg>  
**Sent:** Friday, May 12, 2023 1:53 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Cc:** Claims <claims@procarcare.com.sg>; Lynn Khong <lynn.khong@sg.cntaiping.com>  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203373 & Your Ref: SCL9888Y

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Hi

Please advised if you have assigned the case to LKK (Marcus). Vehicle is in workshop.

Hi Lynn

Appreciate if you can advise if your insured had reported the accident and the accident liability.

Thanks and regards

**Wayne Lim**

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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**From:** Claims  
**Sent:** Thursday, May 11, 2023 4:23 PM  
**To:** [donotreply.claims@sg.cntaiping.com](mailto:donotreply.claims@sg.cntaiping.com); [lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com)  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: PRE-REPAIR SURVEY-Our Ref: SNM23D203373 & Your Ref: SCL9888Y

Hi Lynn,

Please proceed with LKK Marcus. Appreciate if you can advise if your insured had reported the accident and advise on the accident liability.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

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**From:** [donotreply.claims@sg.cntaiping.com](mailto:donotreply.claims@sg.cntaiping.com) <[donotreply.claims@sg.cntaiping.com](mailto:donotreply.claims@sg.cntaiping.com)>

**Sent:** Thursday, May 11, 2023 3:29 PM

**To:** [lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com); Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** PRE-REPAIR SURVEY-Our Ref: SNM23D203373 & Your Ref: SCL9888Y

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](mailto: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

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