

## Rajes (LKK Auto)

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**From:** Lynn Khong <lynn.khong@sg.cntaiping.com>  
**Sent:** Tuesday, 23 May 2023 4:08 PM  
**To:** Oh Huiwen (VGS - SG/Singapore); SUR; assignments  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Tang Shushi (VGS - SG/Singapore); Anthonidas Christopher (VGS - SG/Singapore)  
**Subject:** PRE-REPAIR SURVEY-Our Ref: SNM23D203612/SLX5577B/C02 & Your Ref: SMU8816X | SJE LKK  
**Attachments:** Letter of Claim + Quotation SMU8816X.pdf

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

Dear Hui Wen,

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.  
Survey appointment on Wednesday(24<sup>th</sup> May) OR Thursday (25<sup>th</sup> May) after 3pm.

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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

**Sent:** Tuesday, May 23, 2023 3:32 PM

**To:** Lynn Khong <lynn.khong@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

**Subject:** RE: [EXT] PRE-REPAIR SURVEY-Our Ref: SNM23D203612/SLX5577B/C02 & Your Ref: SMU8816X

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Dear Claims,

Please assign Mohammed Rasul Bin Mohd Yunus (LKK).

As customer requested on can have a survey appointment on Wednesday(24<sup>th</sup> May) OR Thursday (25<sup>th</sup> May) after 3pm.

Thank you very much for your kind assists.

Best Regards,

Oh Hui Wen  
Insurance Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176

Mobile: +65 9115 1092

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: [huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)

<https://www.volkswagen.com.sg/>

**VOLKSWAGEN**  
GROUP SINGAPORE  
A MEMBER OF  
PORSCHE HOLDING



**Das  
Welt  
Auto.**



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

**Sent:** Tuesday, May 23, 2023 3:23 PM

**To:** [lynn.khong@sg.cntaiping.com](mailto:lynn.khong@sg.cntaiping.com); Oh Huiwen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>

**Subject:** [EXT] PRE-REPAIR SURVEY-Our Ref: SNM23D203612/SLX5577B/C02 & Your Ref: SMU8816X

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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