

Shu Pei (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Friday, 15 November 2019 5:24 PM
To: venessa.chan@fwd.com; Admin A; assignments
Cc: lionel.tan@fwd.com; motorclaims.sg@fwd.com
Subject: RE: Third party survey - SFK9929H Your insured: SLU848T DOA: 15.11.2019

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that repairer agreed survey on 18/11/2019.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: venessa.chan@fwd.com [mailto:venessa.chan@fwd.com]
Sent: Friday, 15 November 2019 4:36 PM
To: admin-d@lkkauto.com; admin-a@lkkauto.com
Cc: lionel.tan@fwd.com; motorclaims.sg@fwd.com
Subject: Third party survey - SFK9929H Your insured: SLU848T DOA: 15.11.2019

Dear Nivitha/Celine,

Please refer to the email below and liaise with TP repairer for PRS.

Please create the case in Merimen & our insured has yet to report.

Kindly upload all correspondence emails/documents sent to you into Merimen.

Thank you.

Best Regards,

Venessa Chan

Administrative Assistant, Claims

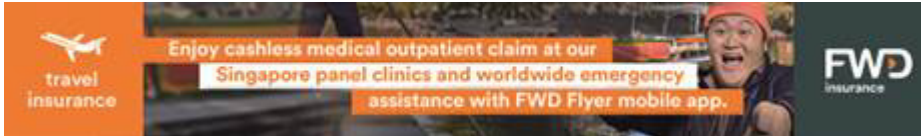


FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com

W www.fwd.com.sg



From: Venessa Chan - SGUser

Sent: Friday, November 15, 2019 4:25 PM

To: caymen@tlmotor.com.sg

Cc: 'Wei Shong'; Lionel Tan Tian Pei - SGUser; Motor Claims SG - SG Common

Subject: Third party survey - SFK9929H Your insured: SLU848T DOA: 15.11.2019

Dear Caymen,

We will proceed to assign **Lkk Auto Consultant.**

For your info:

Under the Appendix A, The Code of Practice for Authorised Workshops/ Approved Reporting Centres, of the ARC Agreement, it reads: -

2.2 An Authorised Workshop / Approved Reporting Centre* in assisting the vehicles owners in any TPPD claims shall agree to have the damages to the vehicles surveyed/assessed by a Motor Surveyor to be appointed by the Third Party insurers before commencement of repairs

Thank you.

Best Regards,

Venessa Chan

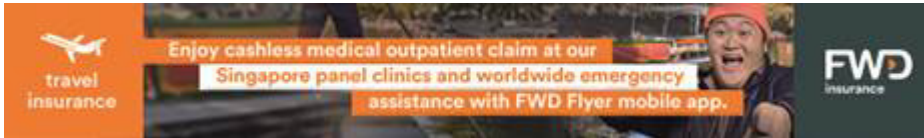
Administrative Assistant, Claims



FWD Singapore Pte. Ltd.

6 Temasek Boulevard, #18-01 Suntec Tower Four, Singapore 038986

E venessa.chan@fwd.com



From: caymen@tlmotor.com.sg [<mailto:caymen@tlmotor.com.sg>]
Sent: Friday, November 15, 2019 4:03 PM
To: Motor Claims SG - SG Common
Cc: 'Wei Shong'
Subject: Third party survey - SFK9929H Your insured: SLU848T DOA: 15.11.2019

Without Prejudice

Your ref: - SLU848T

Our ref: - SFK9929H

DOA: 15.11.2019

Dear Sir/Mdm,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report; – resend once is ready
- b. Copy of the estimated cost of repair. – resend once is ready.

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and also let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

We await for your favorable reply.

**** Please arrange survey asap as vehicle is grounded.**

Thank you.

Regards,



Caymen

caymen@tlmotor.com.sg

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<http://www.tlmotor.com.sg>

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