

Nivitha (LKK Auto)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Friday, 20 March 2020 11:44 AM
To: assignments
Cc: 甯琚 ©
Subject: FW: CHINA TAIPING REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

Importance: High

From: Irene Tay
Sent: Friday, March 20, 2020 9:54 AM
To: bazlin.ahmad@towertransit.sg; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; 甯琚 © <admin-a@lkkauto.com>
Subject: FW: CHINA TAIPING REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3
Importance: High

URGENT

Dear Sir/Mdm (LKK),

We refer to the above matter.

Please get your surveyor to liaise with TOWER TRANSIT to conduct survey.

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Claims Dept of CTI
Sent: Friday, March 20, 2020 9:36 AM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Subject: FW: CHINA TAIPING REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3
Importance: High

Dear Irene,

Please assist Boon sen on leave today.

Thank you,
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:** 太平狮城 Taiping SG

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From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Friday, March 20, 2020 9:29 AM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: CHINA TAIPING REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3
Importance: High

Hi Boon Sen

Tried to call you but not available.

Kindly assign LKK to conduct survey asap by today before 11am.
LKK is unable proceed if you did not assign them.
We need to proceed with the repairs asap.

Appreciate if you could expedite.

Thank You

Best Regards
Lynn Ahmad (Ms)
Senior Executive, Claims
Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Bazlin Ahmad

Sent: Friday, 20 March, 2020 9:10 AM

To: 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>; 'CS A Team' <cs-a@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Taufikh (LKKAuto)' <Taufikh@lkkauto.com>; 'Rasul (LKKAuto)' <Rasul@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>

Subject: RE: CHINA TAIPING REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

Importance: High

Hi LKK

Kindly confirm asap on surveyor's name & time.
SBS3341Y bus is already in our premises.
Please arrange before 11am.

Thank You

Best Regards

Lynn Ahmad (Ms)

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

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21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Bazlin Ahmad

Sent: Thursday, 19 March, 2020 4:29 PM

To: 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; 'Rasul (LKKAuto)' <Rasul@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>

Subject: CHINA TAIPING REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

Dear LKK

Please arrange survey morning slot as bus is already in since 18/03/2020
Kindly also provide surveyor's name and vehicle number for security clearance.

Thank You

Best Regards

Lynn Ahmad (Ms)

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

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Registration number 201419417K

www.towertransit.sg

From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Sent: Thursday, 19 March, 2020 4:21 PM

To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Subject: Re: OUR REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON
18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

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WITHOUT PREJUDICE

Dear Sir,

We will be assigning M/s **LKK** Auto Consultants Pte Ltd to survey your client's vehicle.

;b

Aside to **LKK**,

Please proceed to survey the third party vehicle on WP basis.

Thank you.

Self note,

To put pri in system.

Chong Boon Sen

Claims Executive

Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

W:www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG 3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Sent: Thursday, March 19, 2020 3:49 PM

To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>

Subject: RE: OUR REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

Hi Boon Sen

Please arrange LKK Auto to conduct survey in the morning and provide us with the surveyor's name & vehicle number for security clearance.

Thank You

Best Regards

Lynn Ahmad (Ms)

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

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21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Sent: Thursday, 19 March, 2020 3:41 PM

To: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>

Subject: Re: OUR REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

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Without prejudice

Save as to costs

Dear Sir,

LKK

LBS

STA

ACCIDENT INVOLVING _____

We refer to your letter of _____.

Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.

2. We do not agree to the list of surveyors nominated by you.

3. We propose the following list of surveyors to be nominated as the Single Joint Expert to conduct survey of the claimant's vehicle:-

1. ADRIAN LING 6. KENNETH KONG

2. Kelvin Ang 7. SIMON HO

3. SEE CHEW SENG 8. CHUA WEIJIE

4. MOHD FADHILAH BIN OSMAN 9. MARCUS CHUA

5. XING QUO QIANG 10. HENRY NG

4. If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.

5. As per the NIMA Protocol, the survey by our appointed surveyor would include survey of your vehicle pre-repair, after it is dismantled, and post repairs. Hence, you need to provide us / our surveyors with the list of items that were damaged and required to be replaced or repaired to facilitate an effective survey.

6. As stated above, please inform us and our surveyor after the claimant's vehicle had been repaired so that our surveyor can carry out post repair inspection before the vehicle is returned to your client. Please co-ordinate with our surveyor immediately after the repair is completed.

If you have any queries, please contact _____ at _____ and email us at _____.

Chong Boon Sen

Claims Executive

Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

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DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>

Sent: Thursday, March 19, 2020 3:28 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>

Subject: RE: OUR REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

Hi Boon Sen

1. Please arrange for morning slot on 20.03.2020 as our bus is already in our depot.
2. Kindly advise your surveyor's full name and vehicle number for security clearance.

Thank You

Best Regards

Lynn Ahmad (Ms)

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

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21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 19 March, 2020 3:09 PM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: OUR REF : SNM20D201381/YM9025E/CBS - PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

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Dear Boon Sen,

Please conduct PRS for SBS3341Y.

Note : officer in charge – Boon Sen 63896171.

*** Kindly quote our reference number when replying.

Thank you,
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: 太平狮城
Taiping SG

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From: Bazlin Ahmad <Bazlin.Ahmad@towertransit.sg>
Sent: Thursday, March 19, 2020 9:39 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Feedback of China Taiping Insurance <feedback@sg.cntaiping.com>; Albert Chua <albert.chua@sg.cntaiping.com>
Cc: Wu Tzu Ying <Wu.Zy@towertransit.sg>; Subramanian Kasi <Subramanian.kasi@towertransit.sg>
Subject: PRS FOR ACCIDENT INVOLVING SBS3341Y & YM9025E ON 18/03/2020 @ 13:20HRS ALONG JUNCT. OF COMMONWEALTH AVE WEST & CLEMENTI AVE 3

WITHOUT PREJUDICE

Dear Sir / Mdm,

We would like to notify you of a road accident on **18/03/2020** at about **13:20hrs** along **Junction of Commonwealth Ave West & Clementi Ave 3** involving our bus, SBS3341Y & your insured vehicle **YM9025E**.

As a result of this accident, our bus has been damaged. Before we proceed to repair the damaged bus, please let us know **within the next 48 hours** if you wish to conduct a pre-repair survey of our bus. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the bus without any further reference to you.

Please advise if the survey appointment could be arranged Today 19/03/2020 between 2pm – 4pm.

Survey Location : Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Contact Person : Lynn @ +65 9199 0025

Thank You

Best Regards

Lynn Ahmad (Ms)

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email bazlin.ahmad@towertransit.sg

Working hours : Mon – Fri ~ 9am – 6pm

Close on Sat, Sun & PH

Tower Transit Singapore Pte Ltd

21 Bulim Drive, Bulim Bus Depot, Singapore 648170

Registration number 201419417K

www.towertransit.sg

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