

RE: O/R : SNM20D201605/SGG9678R/CBS - Accident involving SFQ 5828 K & SGG 9678 R on 31/03/2020 (PRE-REPAIR SURVEY REQUEST)

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

Mon 4/5/2020 8:31 AM

To: Claims Dept <claims_rar@bifrostauto.com>

Cc: assignments <assignments@lkkauto.com>; Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>

WITHOUT PREJUDICE

Dear Sir,

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

Aside to LKK,

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

Thank you.

Dear Elizabeth,

Fyi.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Chong Boon Sen

Claims Associate
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: Claims Dept [mailto:claims_rar@bifrostauto.com]

Sent: Friday, May 1, 2020 2:37 PM

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

Subject: Re: O/R : SNM20D201605/SGG9678R/CBS - Accident involving SFQ 5828 K & SGG 9678 R on 31/03/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice,

Dear Sir/Maam,

We wish to nominate LKK to conduct the survey for the following vehicle(SFQ 5828 K).
Please update me on the date of survey and please get the kind surveyor to call me at 9329 0237 before coming down for survey.

Thank you.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur'Ikhwan
Motor Claims Department
Tel: 9329 0237

On Tue, 7 Apr 2020 at 14:45, Chong Boon Sen <boonsen.chong@sg.cntaiping.com> wrote:

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 _____.

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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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Tuesday, April 7, 2020 2:39 PM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R : SNM20D201605/SGG9678R/CBS - Accident involving SFQ 5828 K & SGG 9678 R on 31/03/2020 (PRE-REPAIR SURVEY REQUEST)

Dear Boon Sen,

Please conduct PRS for SFQ5828K.

Note : officer in charge – Boon Sen 63896171.

*** Kindly quote our reference number when replying.

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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: Claims Dept <claims_rar@bifrostauto.com>

Sent: Tuesday, April 7, 2020 1:03 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>

Subject: Accident involving SFQ 5828 K & SGG 9678 R on 31/03/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, NGOOI LU LING , to notify you of the aforesaid accident involving our client's vehicle SFQ 5828 K and your insured's vehicle SGG 9678 R on 31/03/2020.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against SGG 9678 R for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: IKHWAN (93290237)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 07/04/2020

PRS ARRANGEMENT (Date & Time) : 08/04/2020 (Vehicle In)

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur'Ikhwan
Motor Claims Department
Tel: 9329 0237