

## Summer Lee (LKK Auto)

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**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Tuesday, 16 June, 2020 11:17 AM  
**To:** assignments  
**Cc:** Claims Dept of CTI; Cheng Hoe Motor Pte Ltd (AMK); Cheng Hoe Motor (HQ)  
**Subject:** RE: SNM20D202119/GBB5256L/CHNGPW - Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLN2882S (DOA: 15/06/2020) DOA: 15/06/2020

Dear LKK

Please refer to below email and liaise with third party workshop.

### **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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thank you.

**Adeline Chng**

Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | F: (65) 6225 5879

**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:** Cheng Hoe Motor Pte Ltd (AMK) <chmamk@singnet.com>  
**Sent:** Tuesday, 16 June 2020 11:04 AM  
**To:** Adeline Chng <adeline.chng@sg.cntaiping.com>; Cheng Hoe Motor (HQ) <chmotor@singnet.com.sg>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** Re: SNM20D202119/GBB5256L/CHNGPW - Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLN2882S (DOA: 15/06/2020) DOA: 15/06/2020  
**Importance:** High

Hi All,

Our estimate submitted via Merimen. Please assist to arrange for survey ASAP as owner has left his PHV car in our compound and rented another PHV for his temporary usage on yesterday.

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte LTd (AMK)  
Tel : 64812001

**From:** Cheng Hoe Motor Pte Ltd (AMK)  
**Sent:** Tuesday, June 16, 2020 9:58 AM  
**To:** Adeline Chng ; Cheng Hoe Motor (HQ)  
**Cc:** Claims Dept of CTI  
**Subject:** Re: SNM20D202119/GBB5256L/CHNGPW - Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLN2882S (DOA: 15/06/2020) DOA: 15/06/2020

Hi Adeline,

Our Selection :

7.Kenneth Kong (LKK)

Thank you.

Rgds  
Dorlyn Li  
Cheng Hoe Motor Pte Ltd (AMK)  
Tel : 64812001

**From:** Adeline Chng  
**Sent:** Monday, June 15, 2020 11:29 PM  
**To:** [chmamk@singnet.com.sg](mailto:chmamk@singnet.com.sg)  
**Cc:** Claims Dept of CTI  
**Subject:** RE: SNM20D202119/GBB5256L/CHNGPW - Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLN2882S (DOA: 15/06/2020) DOA: 15/06/2020

## Without Prejudice

Our reference: **SNM20D202119C02/ GBB5256L /Chngpw**  
Your reference: SLN2882S

Dear Sirs

## **ACCIDENT INVOLVING GBB5256L & SLN2882S ON 15/06/2020**

We refer to your email of 15/06/2020.

We regret that we are unable to advice on liability as our insured has yet to file accident report.

Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
2. We propose the following list of surveyors to be nominated as the Single Joint Expert to conduct survey of the claimant's vehicle:-

1. Gary Soon (FTA)	6. Marcus Chua (LKK)
2. Chow Bo Xiong (FTA)	7. Kenneth Kong (LKK)
3. Ben Chua (FTA)	8. Adrian Ling (LKK)
4. Ng You Han (FTA)	9. Mohd Taufikh (LKK)
5. Henry Ng (FTA)	10. Steve Chen (LKK)

3. 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.
4. 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.
5. 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 Adeline Chng at 63896155 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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**Thank you.**

**Adeline Chng**

Executive  
Claims Department

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Monday, 15 June 2020 5:32 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; [chmamk@singnet.com.sg](mailto:chmamk@singnet.com.sg)

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM20D202119/GBB5256L/CHNGPW - Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLN2882S (DOA: 15/06/2020) DOA: 15/06/2020

Dear Adeline,

Please conduct PRS for SLN2882S.

Note : officer in charge – Adeline 63896155.

\*\*\* Kindly quote our reference number when replying.

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Thank you.

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

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**From:** Cheng Hoe Motor Pte Ltd (AMK) <[chmamk@singnet.com](mailto:chmamk@singnet.com)>

**Sent:** Monday, June 15, 2020 5:12 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Cheng Hoe Motor (HQ) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>

**Subject:** Repair Survey (Single Joint Expert) /ENQUIRY OF LIABILITY - SLN2882S (DOA: 15/06/2020)  
DOA: 15/06/2020

Dear Sir,

**OUR CLIENT : SLN2882S**

**DOA : 15/06/2020 @ 1430HR**

**YR INSURED : GBB5256L**

**(A ) Kindly provide us your surveyor listing for the selection on the survey.**

**(B ) Also, please advise on liability and are you agree on DIRECT SETTLEMENT?**

Thank you.

Regards

Dorlyn Li

Cheng Hoe Motor Pte Ltd (AMK)

Tel :64812001

Fax : 64821296