

## Summer Lee (LKK Auto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Wednesday, 8 July, 2020 3:54 PM  
**To:** Ruby Ong; 'assignments'; sur@lkkauto.com; Nigel Ong  
**Cc:** Claims Dept of CTI; Alfred Toh  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SKS 9035K [YOUR REF. TCL.MH.RO.50235.20.pg; OUR REF: SNM20D202354C02/YN6586S/at

*Without Prejudice*

Your Ref: **TCL.MH.ro.50235.20.pg**  
Our Ref: **SNM20D202354C02/YN6586S/at**

M/s Hin Tat Augustine & Partners  
Attn: Ruby Ong

Dear Sir/Mdm

We are in receipt of your email and contents duly noted.

Aside to M/s LKK Auto Consultants Pte Ltd, please assist to contact M/s Polymath Garage Pte Ltd to arrange for the survey of SKS9035K.

The Merimen folder shall be created shortly.

### **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**. . Any inconvenience caused is much regretted.**

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Ruby Ong <ruby@htapartners.com.sg>  
**Sent:** Wednesday, July 8, 2020 11:32 AM  
**To:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Nigel Ong <nigel@polymath.com.sg>  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SKS 9035K [YOUR REF. TCL.MH.RO.50235.20.pg; OUR REF: SNM20D202354C02/YN6586S/at  
**Importance:** High

WITHOUT PREJUDICE

URGENT

Dear Sir

We refer to your email of even date.

Our client is agreeable to appoint Mr Adrian Ling (LKK) as the single joint expert to carry out the pre-repair survey for SKS 9035K.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **POLYMATH GARAGE PTE LTD**  
10 Kaki Bukit Road 2  
#01-21 First East Centre  
Singapore 417868

Contact Person : **Mr Nigel Ong @ 9725 3727**

In the event that the pre-repair survey was not conducted during the prescribed time or already conducted at your end previously, we reserve our client's right to claim for compensation for loss of use for your current request for re-survey.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 254**  
Fax : 6338 3536 / 6533 0313  
[www.htapartners.com.sg](http://www.htapartners.com.sg)

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Wednesday, 8 July 2020 10:12 AM  
**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>; [nigel@polymath.com.sg](mailto:nigel@polymath.com.sg)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SKS 9035K [YOUR REF. TCL.MH.RO.50235.20.pg; OUR REF: SNM20D202354C02/YN6586S/at

*Without Prejudice*

**Your Ref: TCL.MH.ro.50235.20.pg**  
**Our Ref: SNM20D202354C02/YN6586S/at**

**M/s Hin Tat Augustine & Partners**  
**Attn: Ruby Ong**

Dear Sir/Mdm

We refer to your email of 7 July 2020 pertaining to the above matter.

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 email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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**Best Regards**

**Alfred Toh**  
**Senior Executive**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #15-00 Springleaf Tower Singapore 079909**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

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**From:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Sent:** Tuesday, July 7, 2020 3:02 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Nigel Ong <[nigel@polymath.com.sg](mailto:nigel@polymath.com.sg)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SKS 9035K [OUR REF. TCL.MH.RO.50235.20.pg]  
**Importance:** High

Your ref : YN 6586S  
Our ref : TCL.MH.ro.50235.20.pg

**WITHOUT PREJUDICE**

7 July 2020

**China Taiping Insurance Co (Singapore) Pte Ltd**  
Motor Claims Department  
3 Anson Road  
#16-00 Springleaf Tower  
Singapore 079909

**By Email Only**

**VERY URGENT**

Dear Sirs

**CLAIMANT: TAN YEW JIAN**

**NOTICE OF ACCIDENT & PRE-REPAIR SURVEY : ACCIDENT INVOLVING SKS 9035K & YN 6586S ALONG COMPASSVALE LINK TOWARDS COMPASSVALE ROAD ON 6 JULY 2020 @ 1310HRS**

We are instructed by Tan Yew Jian to notify you of a road traffic accident on 6 July 2020 at about 1310hrs along Compassvale Link towards Compassvale Road involving our client's vehicle registration number SKS 9035K and vehicle registration number YN 6586S driven by your authorised driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 278**  
Fax : 6338 3536 / 6533 0313

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