

Summer Lee (LKK Auto)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Tuesday, 11 August, 2020 12:02 PM
To: caymen@tlmotor.com.sg; wei.shong@tlmotor.com.sg
Cc: Claims Dept of CTI; SUR; assignments; 'Summer Lee (LKK Auto)'
Subject: RE: O/R : SNM20D202791/SLB6460M/THAMYL / W: Third party survey - C Your insured: c DOA: 08.08.2020
Attachments: SJS8122K 08.08.2020.pdf

Without Prejudice

Hi Caymen,

Thanks for reply.

Hi LKK

Please conduct PRS.

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

Thanks.

Pauline Tham
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: caymen@tlmotor.com.sg <caymen@tlmotor.com.sg>
Sent: Tuesday, August 11, 2020 11:48 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; wei.shong@tlmotor.com.sg
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/R : SNM20D202791/SLB6460M/THAMYL / W: Third party survey - C Your insured: c DOA: 08.08.2020

Dear Pauline,

Please arrange LKK for the survey.

Besides, please advise PIC.

Thank you.

Regards,



Caymen
caymen@tlmotor.com.sg

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F. +65 6858 0877

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From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Tuesday, August 11, 2020 11:45 AM

To: caymen@tlmotor.com.sg; wei.shong@tlmotor.com.sg

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

Subject: RE: O/R : SNM20D202791/SLB6460M/THAMYL / W: Third party survey - C Your insured: c DOA: 08.08.2020

Without Prejudice

Dear Sirs

We refer to your email of even date.

We are not able to comment on liability as we are still waiting for our insured report.

However, we intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop.

We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

LKK / FTA

Marcus Chua
Gary Soon
Kenneth Kong
Chow Bo Xiong
Adrian Ling
Ben Chua
Mohd Taufikh

Ng You Han
Steve Chen
Henry Ng

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

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.

Thank you.

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Thanks.

Pauline Tham

Senior Executive

Claims Department

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From: Chong Boon Sen

Sent: Tuesday, August 11, 2020 9:47 AM

To: caymen@tlmotor.com.sg; wei.shong@tlmotor.com.sg; Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: O/R : SNM20D202791/SLB6460M/THAMYL / W: Third party survey - C Your insured: c DOA: 08.08.2020

Dear Pauline,

Please conduct PRS for SJS8122K. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge – Pauline Tham 63896541.

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

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Thank you

Chong Boon Sen

Claims Department

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From: caymen@tlmotor.com.sg <caymen@tlmotor.com.sg>

Sent: Saturday, August 8, 2020 4:08 PM

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

Cc: wei.shong@tlmotor.com.sg

Subject: Third party survey - SJS8122K Your insured: SLB6460M DOA: 08.08.2020

Your ref: - SLB6460M

Our ref: - SJS8122K

DOA: 08.08.2020

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.
- b. Copy of the estimated cost of repair. – resend once 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.

Thank you.

Regards,

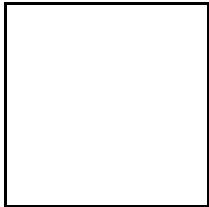


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