

Summer Lee (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 17 August, 2020 5:32 PM
To: Mars Ler; SUR; assignments
Cc: Claims Dept of CTI; Chris Bulaclac; Renemer Bagang
Subject: RE: Re:Accident On 15/08/2020 Involving Our Insured SMQ2302Y And Your Insured GBJ4414L
Attachments: SMQ2302Y.pdf

WITHOUT PREJUDICE

Dear Sir / Madam,

We would like to appoint Marcus Chua (as the Single Joint Expert) to attend to the pre-repair survey of damaged vehicle.

Thank you.

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. Any inconvenience caused is much regretted.

Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Mars Ler <mars.ler@ccfulco.com.sg>
Sent: Monday, August 17, 2020 5:26 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Subject: RE: Re:Accident On 15/08/2020 Involving Our Insured SMQ2302Y And Your Insured GBJ4414L

Dear Jenny ,

We would like to appointed surveyor **6.Marcus Chua (LKK)** to conduct the survey , please kindly arrange .

In view of the current COVID-19 situation , please bear with us should there be some service delay during this period .

Thank you,

Best regards

Mars Ler

Senior Advisor - Motor Claims

Cycle & Carriage Fulco Motor Dealer Pte Ltd

330 Ubi Road 3 Singapore 408650

D/D 65949163 H/P 91792566

From: Jenny Lew [<mailto:jenny.lew@sg.cntaiping.com>]

Sent: Monday, 17 August 2020 5:21 PM

To: Mars Ler

Cc: Claims Dept of CTI; Chris Bulaclac; Renemer Bagang

Subject: RE: Re:Accident On 15/08/2020 Involving Our Insured SMQ2302Y And Your Insured GBJ4414L

Without Prejudice

Our reference: **SNM20D202898C02/ GBJ4414L/lewlc**

Your reference: SMQ2302Y

Dear Sirs / Madam,

ACCIDENT INVOLVING GBJ4414L & SMQ2302Y ON 15/08/2020

We refer to your email of 17/08/2020

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 Jenny Lew at 63896116 and email us at claimsdept@sg.cntaiping.com

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Regards,

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, August 17, 2020 4:17 PM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Subject: FW: Re:Accident On 15/08/2020 Involving Our Insured SMQ2302Y And Your Insured GBJ4414J

FYA

From: Mars Ler <mars.ler@ccfulco.com.sg>
Sent: Monday, August 17, 2020 4:12 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Subject: Re:Accident On 15/08/2020 Involving Our Insured SMQ2302Y And Your Insured GBJ4414J

Dear Motor Claims ,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey (Advance notice required 1 day ,vehicle with customer)

In view of the current COVID-19 situation , please bear with us should there be some service delay during this period .

Thank you,

Best regards

Mars Ler

Senior Advisor - Motor Claims

Cycle & Carriage Fulco Motor Dealer Pte Ltd

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