

Summer Lee (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Wednesday, 19 August, 2020 4:30 PM
To: Claims Dept; SUR; assignments
Cc: claims@bifrostauto.com; assessment_ral@bifrostauto.com; Claims Dept of CTI
Subject: RE: SNM20D202931/SKD7190L/LEWLC / FW: Accident involving SMJ 4186 P & SKD 7190 L on 15/08/2020 (PRE-REPAIR SURVEY REQUEST)
Attachments: SAS2808571.PDF

WITHOUT PREJUDICE

Dear Sir / Madam,

We would like to appoint Steve (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](tel:62247175). 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: Claims Dept <claims_rar@bifrostauto.com>
Sent: Wednesday, August 19, 2020 4:12 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: claims@bifrostauto.com; assessment_ral@bifrostauto.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: SNM20D202931/SKD7190L/LEWLC / FW: Accident involving SMJ 4186 P & SKD 7190 L on 15/08/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice,

Dear Sir/Ma'am,

We wish to nominate Steve from LKK.

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 Wed, 19 Aug 2020 at 16:05, Jenny Lew <jenny.lew@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: **SNM20D202931C02/ SKD7190L/lewlc**

Your reference: SMJ4186P

Dear Sirs / Madam,

ACCIDENT INVOLVING SKD7190L & SMJ4186P ON 15/08/2020

We refer to your email of 19/08/2020

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,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Sent: Wednesday, August 19, 2020 3:51 PM
To: claims_rar@bifrostauto.com; claims@bifrostauto.com; assessment_ral@bifrostauto.com; Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM20D202931/SKD7190L/LEWLC / FW: Accident involving SMJ 4186 P & SKD 7190 L on 15/08/2020 (PRE-REPAIR SURVEY REQUEST)

Dear Jenny,

Please conduct PRS for SMJ4186P.

Note: officer in charge – Jenny Lew.

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

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Thank you

Chong Boon Sen
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:** 太平獅城 Taiping SG

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From: Claims Dept <claims_rar@bifrostable.com>
Sent: Wednesday, August 19, 2020 3:23 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: claims <claims@bifrostable.com>; Lucas Chow <assessment_ral@bifrostable.com>
Subject: Re: Accident involving SMJ 4186 P & SKD 7190 L on 15/08/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice,

Dear Sir/Ma'am,

As requested from your officer through the phone conversation.

These are the documents.

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 Wed, 19 Aug 2020 at 14:35, Claims Dept <claims_rar@bifrostable.com> wrote:

Without Prejudice,

Dear Sir/Ma'am,

This serves as a first reminder for your good office to reply to our request for PRS.

Thank you.

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Nur'Ikhwan

Motor Claims Department

Tel: 9329 0237

On Tue, 18 Aug 2020 at 10:51, Claims Dept <claims_rar@bifrostauto.com> wrote:

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Soon Chen Onn , to notify you of the aforesaid accident involving our client's vehicle SMJ 4186 P and your insured's vehicle SKD 7190 L on 15/08/2020.

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

This serves as a **NOTICE** that we are claiming against SKD 7190 L 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) : 17/08/2020

PRS ARRANGEMENT (Date & Time) : 18/08/2020 after 1400hrs (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