

## Summer Lee (LKK Auto)

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**From:** Lionel Chua <lionel.chua@sg.cntaiping.com>  
**Sent:** Friday, 2 October, 2020 3:35 PM  
**To:** Nabilah; Claims Dept of CTI; sur@lkkauto.com; assignments@lkkauto.com  
**Cc:** 'Billy'; 'Nitha'  
**Subject:** RE: SNM20D203652/GBD9465M/CHUAKK / FW: TP Claim - SMA3686S - DOA : 30/09/2020

WITHOUT PREJUDICE

Your Ref: SMA3686S  
Our Ref: **SNM20D20652C02/GBD9465M/chuakk – accident NOT reported**

Dear Nabilah,

We shall appointed LKK (as the Single Joint Expert) to attend to the pre-repair survey of damaged vehicle for this accident case.

Kindly render your assistance to provide us with a copy of the estimate quotation & SAS reports in order for us to do the necessary without any further delay in this matter.

Dear LKK,

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

Please note that our **Insured has not and/or has yet to file accident report till date of** the said accident.

### **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 & Best regards.

Lionel Chua

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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Nabilah <nabilah@movs.com.sg>

**Sent:** Friday, October 2, 2020 3:28 PM

**To:** Lionel Chua <lionel.chua@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

**Cc:** 'Billy' <billy@movs.com.sg>; 'Nitha' <nitha@movs.com.sg>

**Subject:** RE: SNM20D203652/GBD9465M/CHUAKK / FW: TP Claim - SMA3686S - DOA : 30/09/2020

**Your Ref : GBD9465M**

Dear Lionel,

Kindly assist to arrange LKK Auto for this survey appointment.

Thank you.

**Best Regards,**

**Nabilah Senin**

**MOVA Automotive Pte Ltd**



15 Fan Yoong Road

Singapore 629792

Tel: +65 6262 3377

Fax: +65 6264 3151



Connect with us on  

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**From:** Lionel Chua [<mailto:lionel.chua@sg.cntaiping.com>]

**Sent:** Friday, 2 October 2020 3:23 PM

**To:** Nabilah; Claims Dept of CTI

**Cc:** 'Billy'; 'Nitha'

**Subject:** RE: SNM20D203652/GBD9465M/CHUAKK / FW: TP Claim - SMA3686S - DOA : 30/09/2020

**WITHOUT PREJUDICE**

Your Ref: SMA3686S

Our Ref: SNM20D203652/C02/CHUAKK

Dear Sir/Madam,

**ACCIDENT INVOLVING GBD9465M AND SMA3686S**

We refer to the above accident.

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. MARCUS CHUA	6. BEN CHUA
2. GARY SOON	7. MOHD TAUFIKH
3. KENNETH KONG	8. NG YOU HAN
4. CHOW BO XIONG	9. STEVE CHEN
5. ADRIAN LING	10. HENRY NG

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.

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Thank you & Best regards.

Lionel Chua

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**From:** Nabilah <[nabilah@nova.com.sg](mailto:nabilah@nova.com.sg)>

**Sent:** Friday, October 2, 2020 3:12 PM

**To:** Lionel Chua <[lionel.chua@sg.cntaiping.com](mailto:lionel.chua@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** 'Billy' <[billy@nova.com.sg](mailto:billy@nova.com.sg)>; 'Nitha' <[nitha@nova.com.sg](mailto:nitha@nova.com.sg)>

**Subject:** RE: SNM20D203652/GBD9465M/CHUAKK / FW: TP Claim - SMA3686S - DOA : 30/09/2020

**Your Ref : GBD9465M**

Dear Lionel,

Thank you for your reply.

Enclosed is the accident video footage for your kind review.

Thank you.

**Best Regards,**

**Nabilah Senin**

**MOVA Automotive Pte Ltd**



15 Fan Yoong Road

Singapore 629792

Tel: +65 6262 3377

Fax: +65 6264 3151



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**From:** Lionel Chua [<mailto:lionel.chua@sg.cntaiping.com>]

**Sent:** Friday, 2 October 2020 3:07 PM

**To:** Claims Dept of CTI; Nabilah; 'Billy'; Nitha

**Subject:** RE: SNM20D203652/GBD9465M/CHUAKK / FW: TP Claim - SMA3686S - DOA : 30/09/2020

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203652/C02/ GBD9465M /CHUAKK

Re: CL. SNM20D203652 – GBD9465M / SMA3686S ON 30.09.2020

We refer to the above accident.

Our Insured has yet to report the accident. We would like to seek you/your client cooperation on this matter.

While waiting for our insured to file Accident Report, kindly note that the Liability is a dispute from the accident. You may wish to advise your client to revert to OD claim instead.

Meanwhile, if there are any additional evidence / proof e.g. video footage or scene photographs, please submit to us and we shall revert to you accordingly.

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Thank you & Best regards.

Lionel Chua

Claims Department

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

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**From:** Claims Dept of CTI

**Sent:** Friday, October 2, 2020 2:27 PM

**To:** Nabilah <[nabilah@mova.com.sg](mailto:nabilah@mova.com.sg)>; 'Billy' <[billy@mova.com.sg](mailto:billy@mova.com.sg)>; Nitha <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>; Lionel Chua <[lionel.chua@sg.cntaiping.com](mailto:lionel.chua@sg.cntaiping.com)>

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

**Subject:** O/R: SNM20D203652/GBD9465M/CHUAKK / FW: TP Claim - SMA3686S - DOA : 30/09/2020

Dear Lionel,

Please conduct PRS for **SMA3686S**. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge – Lionel Chua.

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

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Thank you

**Chong Boon Sen**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
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**From:** Nabilah <[nabilah@nova.com.sg](mailto:nabilah@nova.com.sg)>  
**Sent:** Thursday, October 1, 2020 1:43 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** 'Billy' <[billy@nova.com.sg](mailto:billy@nova.com.sg)>; 'Nitha' <[nitha@nova.com.sg](mailto:nitha@nova.com.sg)>  
**Subject:** TP Claim - SMA3686S - DOA : 30/09/2020

**Your Ref : GBD9465M**

Dear Sir/Mdm,

Kindly assist to arrange survey for SMA3686S on 01/10/2020 (Thursday) at Nova (Fan Yoong), if possible.

Vehicle is in since 30/09/2020.

Kindly assist to advise on OIC and revert on the liability of accident.

Thank you.

**Best Regards,**  
**Nabilah Senin**  
**NOVA Automotive Pte Ltd**  
15 Fan Yoong Road  
Singapore 629792  
Tel: +65 6262 3377  
Fax: +65 6264 3151



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