

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Friday, 9 October 2020 6:22 pm
To: 'Lionel Chua'
Subject: RE: SNM20D203732/SFU1330J/CHUAKK / FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SFU1330J ; Our Vehicle SLJ263M Accident involving SLJ263M & SFU1330J On 7 Oct2020

Dear Lionel,

Kindly assist to create claim in Merimen System .

Workshop Details:

RYDER AUTO PTE LTD

**2 Kaki Bukit Ave 2
02-19 KAKI BUKIT
AUTOHUB SINGAPORE 417921**

Vehicle model : NISSAN / X-TRAIL 2.0 CVT ABS 4WD S/R 7-STR

We are pending estimate from repairer.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 7 October 2020 3:09 pm
To: 'Lionel Chua' <lionel.chua@sg.cntaiping.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Subject: RE: SNM20D203732/SFU1330J/CHUAKK / FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SFU1330J ; Our Vehicle SLJ263M Accident involving SLJ263M & SFU1330J On 7 Oct2020

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that repairer arrange to survey on 08/10/2020.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

** Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted*

From: Lionel Chua <lionel.chua@sg.cntaiping.com>

Sent: Wednesday, 7 October 2020 1:28 PM

To: Ryder Auto workshop <ryderautoworkshop@gmail.com>; sur@lkkauto.com; assignments@lkkauto.com

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

Subject: RE: SNM20D203732/SFU1330J/CHUAKK / FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SFU1330J ; Our Vehicle SLJ263M Accident involving SLJ263M & SFU1330J On 7 Oct2020

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203732/C02/ SFU1330J/CHUAKK

Dear Orson,

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

Meanwhile, kindly render your assistance to provide us with a copy of the estimate quotation & video footage(if any) in order for us to do the needful for this claim.

Dear LKK,

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

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.**

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

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From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Wednesday, October 7, 2020 1:22 PM

To: Lionel Chua <lionel.chua@sg.cntaiping.com>

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

Subject: Re: SNM20D203732/SFU1330J/CHUAKK / FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SFU1330J ; Our Vehicle SLJ263M Accident involving SLJ263M & SFU1330J On 7 Oct2020

Dear Lionel,

Kindly assign lkk.

Thank you

Best regards

Orson



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921
Tel : 67418277 Fax: 67468277

On Wed, Oct 7, 2020 at 1:21 PM Lionel Chua <lionel.chua@sg.cntaiping.com> wrote:

WITHOUT PREJUDICE

Your Ref: Please advised.
Our Ref: SNM20D203732/C02/ SFU1330J/CHUAKK

Dear Sir/Madam,

ACCIDENT INVOLVING SFU1330J AND SLJ263M

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

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

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From: Ryder Auto workshop <ryderautoworkshop@gmail.com>
Sent: Wednesday, October 7, 2020 12:44 PM
To: Lionel Chua <lionel.chua@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: SNM20D203732/SFU1330J/CHUAKK / FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SFU1330J ; Our Vehicle SLJ263M Accident involving SLJ263M & SFU1330J On 7 Oct2020

Dear Lionel,

Please find attached our client's GIA report as requested.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277

On Wed, Oct 7, 2020 at 11:37 AM Lionel Chua <lionel.chua@sg.cntaiping.com> wrote:

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203732/C02/ SFU1330J/CHUAKK

Re: CL. SNM20D203732 – SFU1330J/ SLJ263M ON 07.10.2020

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 may has a dispute from the accident.

Meanwhile, kindly render your assistance to provide us with a copy of your client's accident reports & the estimate quotation in order for us to do the needful for this claim.

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Thank you & Best regards.

Lionel Chua

Claims Department

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From: Claims Dept of CTI

Sent: Wednesday, October 7, 2020 11:25 AM

To: Ryder Auto workshop <ryderautoworkshop@gmail.com>; Lionel Chua <lionel.chua@sg.cntaiping.com>

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

Subject: O/R: SNM20D203732/SFU1330J/CHUAKK / FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SFU1330J ; Our Vehicle SLJ263M Accident involving SLJ263M & SFU1330J On 7 Oct2020

Dear Lionel,

Please conduct PRS for **SLJ263M. (OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge – Lionel Chua 63896116.

*** **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
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From: Ryder Auto workshop <ryderautoworkshop@gmail.com>
Sent: Wednesday, October 7, 2020 10:21 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Urgent: PRE-REPAIR INSPECTION: Your Vehicle SFU1330J ; Our Vehicle SLJ263M Accident involving SLJ263M & SFU1330J On 7 Oct2020

Dear Sir,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use your in-house surveyor. Kindly arrange your in-house surveyor.

Thank you.

Best regards
June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921
Tel : 67418277 Fax: 67468277



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