

## Summer Lee (LKK Auto)

---

**From:** Pauline Tham <Pauline.tham@sg.cntaiping.com>  
**Sent:** Wednesday, 21 October, 2020 10:44 AM  
**To:** Claims Dept; SUR  
**Cc:** assessment\_ral@bifrostauto.com; claims@bifrostauto.com; Claims Dept of CTI; Admin-D (LKKAuto); assignments  
**Subject:** RE: SNM20D203945/C02/YP780B/THAMYL / FW: Accident involving SMM 827 J & YP 780 B on 17/10/2020 (PRE-REPAIR SURVEY REQUEST)  
**Attachments:** SMM 827 J - GIA.PDF; SMM 827 J - LTA Search.pdf

[Confidential]

### Without Prejudice

Dear Nur'Ikhwana

Thanks for reply

Dear 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](mailto: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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

**From:** Claims Dept <claims\_rar@bifrostauto.com>  
**Sent:** Wednesday, October 21, 2020 10:33 AM  
**To:** Pauline Tham <Pauline.tham@sg.cntaiping.com>  
**Cc:** assessment\_ral@bifrostauto.com; claims@bifrostauto.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

**Subject:** Re: SNM20D203945/C02/YP780B/THAMYL / FW: Accident involving SMM 827 J & YP 780 B on 17/10/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice,

Dear Sir/Ma'am,

Please arrange for LKK to conduct the PRS.

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, 21 Oct 2020 at 09:30, Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)> wrote:

[Confidential]

**Without Prejudice**

Dear Sirs

We refer to your email of even date.

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.

**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

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

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Claims Dept of CTI

**Sent:** Wednesday, October 21, 2020 9:11 AM

**To:** [claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com); [assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com); [claims@bifrostauto.com](mailto:claims@bifrostauto.com); Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

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

**Subject:** OR/: SNM20D203945/C02/YP780B/THAMYL / FW: Accident involving SMM 827 J & YP 780 B on 17/10/2020 (PRE-REPAIR SURVEY REQUEST)

Dear Pauline,

Please **conduct PRS** for **SMM827J**.

Note: officer in charge –Pauline Tham 63896541.

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

**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

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

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

**From:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Sent:** Tuesday, 20 October 2020 3:34 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** claims <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Subject:** Accident involving SMM 827 J & YP 780 B on 17/10/2020 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, ROZIAH BTE WAHAB , to notify you of the aforesaid accident involving our client's vehicle SMM 827 J and your insured's vehicle YP 780 B on 17/10/2020.

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

This serves as a **NOTICE** that we are claiming against YP 780 B 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](mailto:claims_rar@bifrostauto.com)

VEH IN (Date & Time) : 19/10/2020

PRS ARRANGEMENT (Date & Time) : 21/10/2020 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