

**Summer Lee (LKK Auto)**

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**From:** Lionel Chua <lionel.chua@sg.cntaiping.com>  
**Sent:** Wednesday, 21 October, 2020 3:42 PM  
**To:** claims@focusauto.com.sg; sur@lkkauto.com; assignments@lkkauto.com  
**Cc:** Claims Dept of CTI; Chong Boon Sen  
**Subject:** RE: SNM20D203719/C02/GBH5169Z/CHUAKK / FW: PRE REPAIR SURVEY - SLP6002D & GBH5169Z ACCIDENT ON 03.10.20

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203719/C02/GBH5169Z/CHUAKK

Re: CL. SNM20D203719 – GBH5169Z / SLP6002D ON 03.10.2020

We refer to the above accident.

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

We are currently investigating the claim and there may be a dispute from the accident.

Meanwhile, kindly render your assistance to provide us with a copy of the absence of accident evidence like the scene photos & the video footage in order for us to review on our further action.

For your information, please take note that onus a such claim is that the claimant shall provide a full copy of prove on your client evidence in the claim. Otherwise you may wish to advise your client to revert to OD claim instead.

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](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

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**From:** Focus Auto <claims@focusauto.com.sg>  
**Sent:** Wednesday, October 21, 2020 2:43 PM  
**To:** Lionel Chua <lionel.chua@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: SNM20D203719/C02/GBH5169Z/CHUAKK / FW: PRE REPAIR SURVEY - SLP6002D & GBH5169Z ACCIDENT ON 03.10.20

Dear Chong,

We are pleased to select Mr Marcus Chua (LKK) as the surveyor. Do let us know in advance for the arrival of the surveyor to our workshop.

Thank You.

Hayati

Claims Admin

Focus Auto Pte Ltd

No. 1 Kaki Bukit Avenue 6

#02-50 AutoBay@Kaki Bukit

Singapore 417883

Tel: 6886 9097 Fax: 68444625

Office Hours : Mon ~ Sat, 0900 ~ 1800

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**From:** Lionel Chua <[lionel.chua@sg.cntaiping.com](mailto:lionel.chua@sg.cntaiping.com)>  
**Sent:** 10/16/20 2:31 PM  
**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>, "[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)" <[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM20D203719/C02/GBH5169Z/CHUAKK / FW: PRE REPAIR SURVEY - SLP6002D & GBH5169Z ACCIDENT ON 03.10.20

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM20D203719/C02/GBH5169Z/CHUAKK

Dear Sir/Madam,

**ACCIDENT INVOLVING GBH5169Z AND SLP 6002P ALONG AT SEMBAWANG ROAD NEAR 1036 LIVE SEAFOOD ON 03.09.2020**

We refer to your email of 16 October 2020 pertaining to the above matter.

While waiting for our Insured to file Accident Report, 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.
6. 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 review and our further action.

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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

**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:** Chong Boon Sen

**Sent:** Friday, October 16, 2020 2:13 PM

**To:** [claims@focusauto.com.sg](mailto:claims@focusauto.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:** RE: SNM20D203719/C02/GBH5169Z/CHUAKK / FW: PRE REPAIR SURVEY - SLP6002D & GBH5169Z ACCIDENT ON 03.10.20

Dear Lionel,

Please **conduct PRS** for **SLP6002D**.

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

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**From:** Focus Auto <[claims@focusauto.com.sg](mailto:claims@focusauto.com.sg)>  
**Sent:** Friday, 16 October 2020 1:20 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** PRE REPAIR SURVEY - SLP6002D & GBH5169Z ACCIDENT ON 03.10.20

Dear Person In-Charge,

Please sent surveyor list to arrange the surveyor down to our workshop regarding as below.

We are instructed by our client to notify you of a road traffic accident on 03.10.20 at about 1900hours at 1036 Sembawang Road involving our client's SLP6002D and GBH5169Z driven by your insurer or your insured's authorized driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client / we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle without further reference to you.

Please be informed that the said vehicle can be inspected at :

Name of workshop : **FOCUS AUTO PTE LTD**

Address : No. 1 Kaki Bukit Avenue 6  
Autobay #02-48/50  
Singapore 417883  
Telephone No.: 68869097 FAX : 68444625

Best Regards

Hayati

**Claims Admin**

**Focus Auto Pte Ltd**

No. 1 Kaki Bukit Avenue 6  
#02-50 AutoBay@Kaki Bukit  
Singapore 417883  
Tel: 6886 9097 Fax: 68444625  
Office Hours : Mon ~ Sat, 0900 ~ 1800