

**Summer Lee (LKK Auto)**

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Tuesday, 10 November, 2020 5:15 PM  
**To:** Admin-D (LKKAuto); assignments  
**Cc:** SUR; Claims Dept of CTI  
**Subject:** RE: SNM20D204278/C02/PC3204D/THAMYL / RE: TP CLAIM

[Confidential]

Dear LKK

Please take note of the changes

amended Claim ref : SNM20D204286  
Our insured. Should be PC8306K

Third party had provided us the wrong vehicle

Merimen created.

**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

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**From:** Pauline Tham  
**Sent:** Monday, November 9, 2020 6:14 PM  
**To:** Alfred Quah <alfredautoss@gmail.com>  
**Cc:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: SNM20D204278/C02/PC3204D/THAMYL / RE: TP CLAIM

[Confidential]

**Without Prejudice**

Dear Alfred

Thanks for reply

Dear LKK

Please conduct PRS

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Thanks.

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**From:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)>

**Sent:** Monday, November 9, 2020 6:10 PM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Subject:** Re: SNM20D204278/C02/PC3204D/THAMYL / RE: TP CLAIM

HI PAULINE

Can arrange LKK TO SURVEY ..the vehicle .

[WITHOUT PREJUDICE SAVE AS TO COSTS]

Thank you.

Best Regards,

Alfred QUAH (Mr)  
Alfred Auto Services & Supplies  
ACRA: 391089/00E  
HP/WhatsApp: 9145-4773  
Tel: 6483-4586  
Fax: 6483-4882  
Email: [alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)  
Address: 5035 Ang Mo Kio Industrial Park 2, #01-351,  
Singapore 569538

On Mon, Nov 9, 2020 at 5:59 PM 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.

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Thanks.

**Pauline Tham**

Senior Executive

Claims Department

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

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**From:** Claims Dept of CTI  
**Sent:** Monday, November 9, 2020 5:57 PM  
**To:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.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:** O/R: SNM20D204278/C02/PC3204D/THAMYL / RE: TP CLAIM

Dear Pauline,

Please conduct PRS for **SLV6266C. (OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge – Pauline Tham 63896541.

\*\*\* 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:** Alfred Quah <[alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)>  
**Sent:** Monday, 9 November 2020 1:53 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** TP CLAIM

[WITHOUT PREJUDICE SAVE AS TO COSTS] URGENT

ACCIDENT INVOLVING SLV6266C AND PC3204D ON 7/11/2020 AT 18.45 ALONG HOUGANG ST21 LAMP POST NO 11

DEAR SIRS

WE ACT FOR TEO HOW PENG ,GERARD WHOSE VEHICLE NO SLV6266C WAS DAMAGED THE ABOVE ACCIDENT .

As a result of the accident our client;s vehicle has been damaged Before our client proceed to repair the damaged vehicle ,please let us know within 2 working day of your receipt of this notice whether you would like to conduct a PRE-REPAIR SURVEY OF THE VEHICLE .

OUR CLIENT VEHICLE IS AT THE FOLLOWING ADDRESS .

ALFRED AUTO SERVICES & SUPPLIES

BLK 5035 #01-351 ANG MO KIO IND PK 2 SINGAPORE 569538

PERSON IN CHARGE ALFRED QUAH @ 91454773

IN COMPLIANCE WITH THE NIMA PROTOCOL PLEASE LET US HAVE YOUR LIST OF 10 SURVEYORS.

IF WE DO NOT RECEIVE ANY REPLY FROM YOU WITHIN THE STIPULATED TIME LINE , OUR CLIENT SHALL PROCEED TO REPAIR THE VEHICLE WITHOUT FURTHER REFERENCE TO YOU .

Thank you.

Best Regards,

Alfred QUAH (Mr)

Alfred Auto Services & Supplies

ACRA: 391089/00E

HP/WhatsApp: 9145-4773

Tel: 6483-4586

Fax: 6483-4882

Email: [alfredautoss@gmail.com](mailto:alfredautoss@gmail.com)

Address: 5035 Ang Mo Kio Industrial Park 2, #01-351,

Singapore 569538