

Summer Lee (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Friday, 13 November, 2020 11:14 AM
To: Yao Tianhao; SUR; assignments
Cc: Irene Tay; Claims Dept of CTI; Rajeshpal Singh S_O Mohan Singh; Gary Chong Kim Seng; Norlela Binte Ahmad Yusoff; Ang Chong Boon; Linda Yeung Fook Mooi
Subject: RE: OUR REF: SNM20D204348/C02/SMU3093Y/TAYHP-& YOUR REF: SBS8416H -TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please proceed to survey the vehicle.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** 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: Yao Tianhao <yaoth@sbstransit.com.sg>
Sent: Friday, November 13, 2020 11:09 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Rajeshpal Singh S_O Mohan Singh <rajeshpal@sbstransit.com.sg>; Gary Chong Kim Seng <garychong@sbstransit.com.sg>; Norlela Binte Ahmad Yusoff <norlelabay@sbstransit.com.sg>; Ang Chong Boon <angcb@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@comfortdelgro.com>
Subject: Re: OUR REF: SNM20D204348/C02/SMU3093Y/TAYHP-& YOUR REF: SBS8416H -TO CONDUCT PRS

*****PLS REPLY ALL IN EMAIL*****

*** We have no objection to your panel of surveyors. Please appoint any surveyor from your panel to conduct the pre-repair survey.**

PLS CALL

SBST Workshop:

4. Workshop Address:

Bedok North Depot
1470 Bedok North Ave 4
Singapore 489946

Fax: 624436811

5. Name of Contact person (s): Rajeshpal Singh S_O Mohan Singh/Gary Chong Kim Seng .

6. Office number: 6244 4514 / 6244 4517 (9766 0306).

7. Email of contact person: rajeshpal@sbstransit.com.sg / garychong@sbstransit.com.sg.

Thanks and Regards,
Tianhao
Bus Safety (Investigation)

SBS Transit Ltd
DID: 6383 7267
Fax: 6283 1393

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Friday, 13 November 2020 10:46 AM

To: Yao Tianhao <yaoth@sbstransit.com.sg>

Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D204348/C02/SMU3093Y/TAYHP-& YOUR REF: SBS8416H -TO CONDUCT PRS

Without Prejudice

Our reference: SNM20D204348/C02/ SMU3093Y/lewlc

Your reference: SBS8416H

Dear Sirs / Madam,

ACCIDENT INVOLVING SMU3093Y & SBS8416H on 07/11/2020

We refer to your email of 12/11/2020

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.

If you have any queries, please contact Jenny Lew at 63896116 and email us at claimsdept@sg.cntaiping.com

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.

Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** 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 <claimsdept@sg.cntaiping.com>
Sent: Friday, November 13, 2020 10:21 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; yaoth@sbstransit.com.sg
Subject: OUR REF: SNM20D204348/C02/SMU3093Y/TAYHP-& YOUR REF: SBS8416H -TO CONDUCT PRS

Dear Jenny,

Please conduct **PRS -SBS8416H** soonest possible on behalf of Irene.

Officer In Charge -Irene Tay- DID 6389 6192.

Kindly quote our claim 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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thank you

Angie Foo

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

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: Yao Tianhao <yaoth@sbstransit.com.sg>
Sent: Thursday, November 12, 2020 5:26 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Linda Yeung Fook Mooi <lindayeung@comfordelgro.com>; Rajeshpal Singh S_0 Mohan Singh <rajeshpal@sbstransit.com.sg>; Gary Chong Kim Seng <garychong@sbstransit.com.sg>; Seah Hai Hua <seahhh@sbstransit.com.sg>; Norlela Binte Ahmad Yusoff <norlelabay@sbstransit.com.sg>; Ang Chong Boon <angcb@sbstransit.com.sg>
Subject: Accident involving SBS Transit bus SBS8416H and vehicle no: SMU 3093Y had taken place at/along Junction of Old Tampines Rd and Flora Rd (before BS98081, 3.7km >CVT) on 07/11/2020 at 1830hrs.

PLS REPLY ALL IN EMAIL

Dear Sir/ Mdm,

1. Please be informed that an accident involving SBS Transit bus **SBS8416H** and vehicle no: **SMU 3093Y** had taken place at/along **Junction of Old Tampines Rd and Flora Rd (before BS98081, 3.7km >CVT)** on **07/11/2020 at 1830hrs.**
2. TAC report was lodged, the Report number is: **E/4570/2020.**

3. Kindly advise whether third party Insurer needs to be notified, or we shall proceed to repair our bus.

Kindly let us know **within 2 working days from the date of this notice** if you wish to carry out or waive a pre-repair inspection.

If we do not hear from you **within the next 2 working days**, we shall proceed to repair our vehicle without further notice to you.

*** We have no objection to your panel of surveyors. Please appoint any surveyor from your panel to conduct the pre-repair survey.**

PLS CALL

SBST Workshop:

4. Workshop Address:

Bedok North Depot

1470 Bedok North Ave 4

Singapore 489946

Fax: 624436811

5. Name of Contact person (s): **Rajeshpal Singh S_0 Mohan Singh/Gary Chong Kim Seng .**

6. Office number: **6244 4514 / 6244 4517 (9766 0306).**

7. Email of contact person: **rajeshpal@sbstransit.com.sg / garychong@sbstransit.com.sg.**

Thanks and Regards,

Tianhao

Bus Safety (Investigation)

SBS Transit Ltd

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

SBS Transit Ltd [Registration No. 199206653M]

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents

therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

SBS Transit Ltd [Registration No. 199206653M]