

## Summer Lee (LKK Auto)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Monday, 16 November, 2020 5:54 PM  
**To:** Xinya Auto Services; SUR; assignments  
**Subject:** RE: SNM20D204388/C02/XE2082P/LEWLC / FW: pre-inspect SMC310K involving XE2082P along hougang ave 3 on 11.11.20  
**Attachments:** SMC310K\_11112020.pdf; pre-inspect smc310k.jpg

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](mailto: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](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:** Xinya Auto Services <xinyaauto@singnet.com.sg>  
**Sent:** Monday, November 16, 2020 5:47 PM  
**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Subject:** RE: SNM20D204388/C02/XE2082P/LEWLC / FW: pre-inspect SMC310K involving XE2082P along hougang ave 3 on 11.11.20

Hi,

Pls. arrange lkk

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**From:** Jenny Lew [<mailto:jenny.lew@sg.cntaiping.com>]  
**Sent:** Monday, November 16, 2020 4:52 PM  
**To:** [xinyaauto@singnet.com.sg](mailto:xinyaauto@singnet.com.sg)

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

Subject: RE: SNM20D204388/C02/XE2082P/LEWLC / FW: pre-inspect SMC310K involving XE2082P along hougang ave 3 on 11.11.20

**Without Prejudice**

**Our reference: SNM20D204388/C02/ XE2082P/lewlc**

**Your reference: SMC310K**

Dear Sirs / Madam,

**ACCIDENT INVOLVING XE2082P & SMC310K on 11/11/2020**

We refer to your email of 16/11/2020

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](mailto:claimsdept@sg.cntaiping.com)

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Regards,

**Jenny Lew**

Executive

Claims Department

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Monday, November 16, 2020 4:17 PM  
**To:** [xinyaauto@singnet.com.sg](mailto:xinyaauto@singnet.com.sg); Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM20D204388/C02/XE2082P/LEWLC / FW: pre-inspect SMC310K involving XE2082P along hougang ave 3 on 11.11.20

Dear Jenny,

Please conduct PRS for **SMC310K**. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge – Jenny Lew 63896172.

\*\*\* 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:** Xinya Auto Services <[xinyaauto@singnet.com.sg](mailto:xinyaauto@singnet.com.sg)>  
**Sent:** Monday, 16 November 2020 3:45 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** pre-inspect SMC310K involving XE2082P along hougang ave 3 on 11.11.20

Hi, Sir/ Mdm

Kindly arrange for pre-inspect for vehicle SMC310K.

Thank you  
Regards



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