

## Summer Lee (LKK Auto)

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**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Monday, 30 November, 2020 5:04 PM  
**To:** Susan Seng; assignments  
**Cc:** Claims Dept of CTI  
**Subject:** RE: SNM20D204640/C02/SGQ4583K/CHNGPW / RE: Request for Survey: Accident between SJH2373A & SGQ4583K on 27.11.2020

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.**

### **Adeline Chng**

Executive  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | 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:** 太平獅城 Taiping SG

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**From:** Susan Seng <kentsengcarservices@gmail.com>  
**Sent:** Monday, 30 November 2020 5:01 PM  
**To:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Subject:** Re: SNM20D204640/C02/SGQ4583K/CHNGPW / RE: Request for Survey: Accident between SJH2373A & SGQ4583K on 27.11.2020

Dear Adeline,

We revoke our choice of FTA. We would like LKK Steve as the surveyor for our vehicle.

Kindly rearrange. Apologise for the inconvenience.

Thank you  
Susan Lim  
91004390  
Kent Seng Car Services

On Mon, 30 Nov 2020, 16:28 Susan Seng, <[kentsengcarservices@gmail.com](mailto:kentsengcarservices@gmail.com)> wrote:

Dear Adeline,

We agreed to the appointment of Ng You Han (FTA) as the surveyor for our vehicle.

Kindly proceed to survey our vehicle soonest possible as vehicle is parked in the workshop since 27.11.2020 (Day of accident).

Thank you & Best Regards  
Susan Lim  
91004390  
Kent Seng Car Services

On Mon, 30 Nov 2020, 14:22 Adeline Chng, <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)> wrote:

**Without Prejudice**

Our reference: **SNM20D204640C02/ SGQ4583K/Chngpw**

Your reference: SJH2373A

Dear Sirs

**ACCIDENT INVOLVING SGQ4583K & SJH2373A ON 27/11/2020**

We refer to your email of 27/11/2020

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 Adeline Chng at 63896155 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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**Thank you.**

**Adeline Chng**

Executive

Claims Department

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

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

**Sent:** Monday, 30 November 2020 1:33 PM

**To:** Susan Seng <[kentsengcarservices@gmail.com](mailto:kentsengcarservices@gmail.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

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

**Subject:** O/R: SNM20D204640/C02/SGQ4583K/CHNGPW / RE: Request for Survey: Accident between SJH2373A & SGQ4583K on 27.11.2020

Dear Adeline ,

Please conduct PRS for **SJH2373A. (OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge – Adeline Chng 63896155.

\*\*\* 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:** Susan Seng <[kentsengcarservices@gmail.com](mailto:kentsengcarservices@gmail.com)>

**Sent:** Friday, 27 November 2020 4:21 PM

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

**Subject:** Request for Survey: Accident between SJH2373A & SGQ4583K on 27.11.2020

Dear Sirs/Mdm,

Kindly send your surveyor to do a survey for the following accident claim:

Request Survey Date: **30.11.2020 (Monday)**

**Kindly provide us with a list of your panel surveyor to choose from.**

Our Vehicle: SJH2373A

Your Insured: SGQ4583K (China Taiping Insured)

Subject: Accident Involving SJH2373A & SGQ4583K On 27.11.2020

Workshop: Kent Seng Car Services

Address: Blk 1017 Yishun Industrial Park A #01-240 Singapore 768759

An Estimate will be provided to the surveyor upon his arrival.

Please confirm with us via email, fax(64841482) or phone (91004390).

Thank you & Best Regards,

Susan Lim

91004390

**Kent Seng Car Services**