

Veron Chen (LKKAUTO)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, 15 December 2020 1:02 PM
To: Patrick Tia Jee Kiang
Cc: Claims Dept of CTI; Sam Tan Kiam Meng; YONG BOB; Chan Foo Heng; SUR; Denis Teo Chin Chye
Subject: RE: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

WITHOUT PREJUDICE

Hi Patrick,

We are prepare to proceed with direct settlement with your w/shop subject to our surveyor's recommendation and damage consistency with supporting documents.

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

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From: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>
Sent: Tuesday, December 15, 2020 12:15 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Sam Tan Kiam Meng <samtan@cdge.com.sg>; YONG BOB <YONGB@cdge.com.sg>; Chan Foo Heng <chanfh@cdge.com.sg>; SUR <sur@lkkauto.com>; Denis Teo Chin Chye <denisteo@sparkcarcare.com>
Subject: Re: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

Hi Jenny,
Kindly refer to video attached and revert liability soonest.

Thank you
Patrick Tia
Customer Care Specialist(Accident Repair)

T:63837441 | M: 97288916
W: www.Sparkcarcare.com

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Thursday, 10 December 2020 11:05 AM
To: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; assignments@lkkauto.com <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Sam Tan Kiam Meng <samtan@cdge.com.sg>; YONG BOB <YONGB@cdge.com.sg>; Chan Foo Heng <chanfh@cdge.com.sg>
Subject: RE: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

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Hi Patrick,

Please forward us with the copy of video clips to revert on liability.

Thank you.

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From: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>
Sent: Thursday, December 10, 2020 10:58 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; assignments@lkkauto.com; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Sam Tan Kiam Meng <samtan@cdge.com.sg>; YONG BOB <YONGB@cdge.com.sg>; Chan Foo Heng <chanfh@cdge.com.sg>
Subject: Re: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

Hi Jenny,

Kindly refer to estimated cost attached.

Thank you
Patrick Tia
Customer Care Specialist(Accident Repair)
T:63837441 | M: 97288916
W: www.Sparkcarcare.com

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Wednesday, 9 December 2020 10:11 AM
To: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; assignments@lkkauto.com <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Sam Tan Kiam Meng <samtan@cdge.com.sg>; YONG BOB <YONGB@cdge.com.sg>; Chan Foo Heng <chanfh@cdge.com.sg>
Subject: RE: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

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WITHOUT PREJUDICE

Dear Sir / Madam,
We will be assigning LKK to survey your client's vehicle on a without prejudice basis.
Please let us have copy of estimated cost of repairs & video clips to revert on liability.

Aside to LKK,
Please proceed to survey the vehicle.
Thank you.

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Regards,

Jenny Lew

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From: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>
Sent: Wednesday, December 9, 2020 9:53 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Sam Tan Kiam Meng <samtan@cdge.com.sg>; YONG BOB <YONGB@cdge.com.sg>; Chan Foo Heng <chanfh@cdge.com.sg>
Subject: Re: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

Hi Jenny,
Kindly arrange Kenneth Kong (LKK) for survey.

Thank you
Patrick Tia
Customer Care Specialist(Accident Repair)
T:63837441 | M: 97288916
W: www.Sparkcarcare.com

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Wednesday, 9 December 2020 9:24 AM
To: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>; Sam Tan Kiam Meng <samtan@cdge.com.sg>; Chan Foo Heng <chanfh@cdge.com.sg>; YONG BOB <YONGB@cdge.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

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Without Prejudice

Our reference: SNM20D204716/C02/ SJQ3282A/lewlc

Your reference: SG5109B

Dear Sirs / Madam,

ACCIDENT INVOLVING SJQ3282A & SG5109B on 30/11/2020

We refer to your email of 08/12/2020

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

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Regards,

Jenny Lew

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Wednesday, December 9, 2020 8:48 AM

To: PatrickTia@sparkcarcare.com; samtan@cdge.com.sg; chanfh@cdge.com.sg; yongb@cdge.com.sg; Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM20D204716/C02/SJQ3282A/LEWLC / FW: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

Dear Jenny,

Please conduct PRS for **SG5109B**.

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: Patrick Tia Jee Kiang <PatrickTia@sparkcarcare.com>
Sent: Tuesday, 8 December 2020 3:00 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Sam Tan Kiam Meng <samtan@cdge.com.sg>; Chan Foo Heng <chanfh@cdge.com.sg>; YONG BOB <YONGB@cdge.com.sg>
Subject: TP CLAIM /SG5109B AGAINST SJQ3282A /DOA 30/11/2020 /LIABILITY CHECK

Hi Claims,
Kindly refer to GIA report attached and revert liability soonest.

Thank you
Patrick Tia
Customer Care Specialist(Accident Repair)
T:63837441 | M: 97288916
W: www.Sparkcarcare.com

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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