

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 25 January 2021 5:38 PM
To: 'Alfred Toh'
Cc: 'Claims Dept of CTI'; SUR
Subject: RE: OUR REF: SNM21D200344/C02/XE5935J/TOHHS & YOUR REF: SLZ277P-TO CONDUCT PRS

Dear Alfred,

Please be informed that we have inspected the vehicle SLZ 277P on 25/01/2021.

We are pending for estimate from repairer.

Kindly assist to create claim in Merimen System.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Monday, 25 January 2021 10:28 AM
To: 'Alfred Toh' <alfred.toh@sg.cntaiping.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>
Subject: RE: OUR REF: SNM21D200344/C02/XE5935J/TOHHS & YOUR REF: SLZ277P-TO CONDUCT PRS

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

** Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted*

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Monday, 25 January 2021 10:05 AM
To: Claims Dept <claims_rar@bifrostauto.com>; claims@bifrostauto.com; Lucas Chow <assessment_ral@bifrostauto.com>; assignments <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D200344/C02/XE5935J/TOHHS & YOUR REF: SLZ277P-TO CONDUCT PRS

WITHOUT PREJUDICE

YOUR REF: SLZ277P

OUR REF: SNM21D200344/C02/XE5935J/TOHHS

Dear Sirs

Contents of your email duly noted.

Aside to M/s LKK Auto Consultants Pte Ltd., please assist to arrange survey on SLX227P. (email below refers)

Merimen folder shall be created shortly and/or soonest possible.

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. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 TaipingSG

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From: Claims Dept <claims_rar@bifrotauto.com>
Sent: Monday, January 25, 2021 9:59 AM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: claims@bifrotauto.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lucas Chow <assessment_ral@bifrotauto.com>
Subject: Re: OUR REF: SNM21D200344/C02/XE5935J/TOHHS & YOUR REF: SLZ277P-TO CONDUCT PRS

Without Prejudice,

Dear Sir/Ma'am,

Please ask LKK to contact me to arrange for the survey.

Thank you.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur' Ikhwan
Motor Claims Department
Tel: 9329 0237

On Fri, 22 Jan 2021 at 11:29, Claims Dept <claims_rar@bifrostable.com> wrote:

Without Prejudice,

Dear Sir/Ma'am,

Please arrange for Marcus (LKK) to conduct the PRS.

Thank you.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur' Ikhwan
Motor Claims Department
Tel: 9329 0237

On Thu, 21 Jan 2021 at 17:46, Alfred Toh <alfred.toh@sg.cntaiping.com> wrote:

WITHOUT PREJUDICE

YOUR REF: SLZ277P

OUR REF: SNM21D200344/C02/XE5935J/TOHHS

Dear Sirs

We refer to your email of 20 January 2021.

Take Notice that we shall not be accepting any of your surveyors as SJE.

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 us at [**claimsdept@sg.cntaiping.com**](mailto:claimsdept@sg.cntaiping.com)

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: claimsdept@sg.cntaiping.com

alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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From: Claims Dept of CTI

Sent: Thursday, January 21, 2021 12:13 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; claims_rar@bifrostable.com;
claims@bifrostable.com

Subject: OUR REF: SNM21D200344/C02/XE5935J/TOHHS & YOUR REF: SLZ277P-TO CONDUCT PRS

Dear Alfred,

Please conduct PRS-SLZ277P soonest possible.

Officer In Charge: Alfred Toh

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

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From: Claims Dept <claims_rar@bifrostauto.com>

Sent: Wednesday, January 20, 2021 2:54 PM

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

Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>

Subject: Accident involving SLZ 277 P & XE 5935 J on 20/01/2021 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, NG TA CHZE , to notify you of the aforesaid accident involving our client's vehicle SLZ277P and your insured's vehicle XE5935J on 20/01/2021.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against XE5935J for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: IKHWAN (93290237)

Contact Email: claims_rar@bifrotauto.com

VEH IN (Date & Time) : 19/01/2021

PRS ARRANGEMENT (Date & Time) : 20/01/2021 after 1400hrs (Vehicle In)

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur'Ikhwan

Motor Claims Department

Tel: 9329 0237



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