

Shiau Chan (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Tuesday, 26 January 2021 1:02 PM
To: 'Adeline Chng'; assignments
Cc: SUR; 'Claims Dept of CTI'
Subject: RE: OUR REF: SNM21D200414/C02/SLB3988C/CHNGPW & YOUR REF: SML4487K - TPP- TO CONDUCT PRS

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Tuesday, 26 January 2021 10:16 AM
To: 'assignments' <assignments@lkkauto.com>
Cc: C. S. ONG AUTO PTE. LTD. <csongauto@yahoo.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D200414/C02/SLB3988C/CHNGPW & YOUR REF: SML4487K -TPP- TO CONDUCT PRS
Importance: High

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 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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: C. S. ONG AUTO PTE. LTD. <csongauto@yahoo.com.sg>
Sent: Tuesday, 26 January 2021 9:49 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>
Subject: Re: OUR REF: SNM21D200414/C02/SLB3988C/CHNGPW & YOUR REF: SML4487K -TPP- TO CONDUCT PRS

Dear Sir / Madam,

We would like to appoint LKK to conduct the survey, thank you

Warmest Regards,

C. S. ONG AUTO PTE. LTD.

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK AutoPoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto@yahoo.com.sg

On Monday, 25 January 2021, 04:01:49 pm SGT, Adeline Chng <adeline.chng@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: SNM21D200414C02/SLB3988C/Chngpw

Your reference: SML4487K

Dear Sirs

ACCIDENT INVOLVING SLB3988C & SML4487K ON 23/01/2021

We refer to your email of 25/01/2021

Kindly note the following:-

1. Please provide a copy of your client's Singapore accident statement.
2. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
3. 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)

4. 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.
5. 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.

6. 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

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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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, 25 January 2021 1:26 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; csongauto@yahoo.com.sg
Subject: OUR REF: SNM21D200414/C02/SLB3988C/CHNGPW & YOUR REF: SML4487K -TPP- TO CONDUCT PRS

Dear Adeline,

Please conduct **PRS-SML4487K** soonest possible.

Officer In Charge: Adeline Chng- DID 63896155.

Kindly quote our claim reference number when replying.

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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

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From: C. S. ONG AUTO PTE. LTD. <csongauto@yahoo.com.sg>
Sent: Monday, January 25, 2021 10:18 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: DIRECT SETTLEMENT | Our Ref: SML4487K | Your Ref: SLB3988C

NOTICE OF ACCIDENT

To: Motor Claims Department (Do Direct Settlement)

Date: 25 Jan
2021

China Taiping Insurance (Singapore) Pte Ltd

3 Anson Road

#16-00 Springleaf Tower

Singapore 079909

Email: claimsdept@sg.cntaiping.com

Fax: 6222 1033

Dear Sir/ Madam,

We are instructed by our client to notify you of a road traffic accident on
23/01/2021

at about 1030hrs along SLE EXIT TO WOODLANDS AVE 12

involving our client's vehicle registration number SML4487K and vehicle
registration

number SLB3988C driven by you or your authorised driver at the material
time. A copy of Singapore accident statement / traffic police report filed is
enclosed.

As a result of the accident, our client's vehicle has been damaged. Before our
client / we

proceed to repair the damaged vehicle, please let us know within 2 working days of
your

receipt of this notice whether you or your insurer would like to conduct a pre-
repair

survey of the vehicle. If we do not receive any reply from you within the
stipulated

timeline, our client / we shall proceed to repair the vehicle without further
reference to

you.

Please be informed that the said vehicle can be inspected at:

Name of Workshop: C. S. Ong Auto Pte Ltd

Address: 10, Ang Mo Kio Industrial Park 2A

AMK Autopoint #02-16

Singapore (568047)

Warmest Regards,

C. S. ONG AUTO PTE. LTD.

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK AutoPoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto@yahoo.com.sg



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