

## Shiau Chan (LKKAuto)

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**From:** Admin-D (LKKAuto)  
**Sent:** Wednesday, 3 February 2021 3:46 PM  
**To:** 'Irene Tay'; assignments  
**Cc:** SUR  
**Subject:** RE: O/R: SNM21D200571/C02/SJK2456D/TAYHP / FW: ARRANGE PRI FOR SMA 5147T (YOUR REF: SJK 2456D)

Dear Sir/Mdm,

Thank you for the assignment.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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*

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Wednesday, 3 February 2021 3:22 PM  
**To:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>; Nic Chia <[nic@apautomotive.services](mailto:nic@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>  
**Subject:** RE: O/R: SNM21D200571/C02/SJK2456D/TAYHP / FW: ARRANGE PRI FOR SMA 5147T (YOUR REF: SJK 2456D)

Dear Sir/Mdm (LKK),

We refer to the above captioned matter.

Please assist to get your surveyor to liaise with AP AUTOMOTIVE to conduct survey.

Regards,

**Irene Tay**

Executive

Claims Department (Motor Division)

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

**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:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>  
**Sent:** Wednesday, February 3, 2021 3:04 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>; Nic Chia <[nic@apautomotive.services](mailto:nic@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>  
**Subject:** Re: O/R: SNM21D200571/C02/SJK2456D/TAYHP / FW: ARRANGE PRI FOR SMA 5147T (YOUR REF: SJK 2456D)

Hi Irene

We are pleased to choose Taufikh from LKK to inspect our client vehicle

Looking forward to hear from you soon

Please do not hesitate to contact me should you have any queries thereof.

Best Regards,



***Ms Juliana***

**AP Automotive Services Pte Ltd  
(CLAIMS DEPARTMENT)**

ROC / GST REG NO : 202022890H

Block 9006 Tampines Street 93 #01-202 Tampines Industrial Park A

Singapore 528840

TEL : 67844465

FAX : 67874886

On Wed, 3 Feb 2021 at 15:01, Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)> wrote:

Dear Sirs

We refer to your email below.

Please let us have a copy of your client's GIA REPORT for our persual.

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

**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). Any inconvenience caused is much regretted.**

Regards,

**Irene Tay**

Executive

Claims Department (Motor Division)

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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**From:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>

**Sent:** Wednesday, February 3, 2021 2:56 PM

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

**Cc:** Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>; Nic Chia <[nic@apautomotive.services](mailto:nic@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** Re: O/R: SNM21D200571/C02/SJK2456D/TAYHP / FW: ARRANGE PRI FOR SMA 5147T (YOUR REF: SJK 2456D)

Hi Claims

May I have the surveyor list?

Please do not hesitate to contact me should you have any queries thereof.

Best Regards,

**Ms Juliana**



**AP Automotive Services Pte Ltd**

**(CLAIMS DEPARTMENT)**

ROC / GST REG NO : 202022890H

Block 9006 Tampines Street 93 #01-202 Tampines Industrial Park A

Singapore 528840

TEL : 67844465

FAX : 67874886

On Wed, 3 Feb 2021 at 10:36, Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

Dear Irene,

Please conduct PRS for SMA5147T.

Note: officer in charge - Irene Tay 63896192.

\*\*\* Kindly quote our 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](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. Any inconvenience caused is much regretted.

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

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:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>  
**Sent:** Tuesday, 2 February 2021 11:59 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>; Nic Chia <[nic@apautomotive.services](mailto:nic@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>  
**Subject:** ARRANGE PRI FOR SMA 5147T (YOUR REF: SJK 2456D)

Dear Sir / Madam

Kindly arrange your surveyor to inspect our vehicle at

**56 Loyang Way,  
#04-04 Loyang Enterprise Building,  
Singapore 508775**

Contact Person : ELF 8749 6614

**Your Insured : SJK 2456D**

**DOA: 29. 01. 2021**

**Location: GAMBAS AVENUE**

**TIME: 12:45hrs**

Please do not hesitate to contact me should you have any queries thereof.

Best Regards,

***Ms Juliana***



**AP Automotive Services Pte Ltd**

**(CLAIMS DEPARTMENT)**

ROC / GST REG NO : 202022890H

Block 9006 Tampines Street 93 #01-202 Tampines Industrial Park A

Singapore 528840

TEL : 67844465

FAX : 67874886



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