

## Nivitha (LKK Auto)

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**From:** Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>  
**Sent:** Monday, 1 March 2021 9:29 AM  
**To:** Selamatshahh Zainal; Jackson Teo Ban Chye; 'assignments'  
**Cc:** Claims Dept of CTI; Irene Tay; 'SUR'  
**Subject:** RE: SNM21D200781/C02/SLQ9136B/TANKL / FW: Request TP Claim Survey for SMN5503E  
**Attachments:** 5503\_20210218153852.pdf

### WITHOUT PREJUDICE

Dear Selamatshahh Zainal,

We refer to your email below.

We will be assigning M/s LKK Auto Consultants to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please refer to the email below & proceed to survey the third party vehicle.

Thank you.

### **NOTICE :**

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Regards

**Tan Kah Leong**  
Assistant Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6193 | F: (65) 6222 7175

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**From:** Selamatshahh Zainal <Selamatshahh.Zainal@ethozgroup.com>  
**Sent:** Monday, March 1, 2021 9:21 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>; Jackson Teo Ban Chye <jackson.teo@ethozgroup.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>  
**Subject:** RE: SNM21D200781/C02/SLQ9136B/TANKL / FW: Request TP Claim Survey for SMN5503E

Dear Irene,

Still awaiting for your reply on the survey arrangement by LKK ( Taufikh ). Have the survey arrangement been made, thank you.

Warmest regards,

**Selamatshahh Zainal**  
**Senior Executive**  
**Motor Claims Operations**



**ETHOZ GROUP LTD**

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7542

Website: [www.ethozgroup.com](http://www.ethozgroup.com)



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**From:** Selamatshahh Zainal

**Sent:** Wednesday, February 24, 2021 4:53 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>; Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>

**Subject:** RE: SNM21D200781/C02/SLQ9136B/TANKL / FW: Request TP Claim Survey for SMN5503E

**Importance:** High

Dear Irene,

Please assist to make arrangement for LKK Mohd Taufikh to conduct the survey at Ethoz Bukit Batok.

Warmest regards,

**Selamatshahh Zainal**  
**Senior Executive**  
**Motor Claims Operations**



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**From:** Selamatshahh Zainal

**Sent:** Friday, February 19, 2021 10:29 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>; Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>

**Subject:** RE: SNM21D200781/C02/SLQ9136B/TANKL / FW: Request TP Claim Survey for SMN5503E

Dear Irene,

Thank you for your prompt reply. Please make arrangement for Mohd Taufikh (LKK) to conduct the survey at Ethoz Bukit Batok.

Warmest regards,

**Selamatshahh Zainal**  
**Senior Executive**  
**Motor Claims Operations**



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**From:** Irene Tay [<mailto:irene.tay@sg.cntaiping.com>]

**Sent:** Friday, February 19, 2021 10:22 AM

**To:** Selamatshahh Zainal <[Selamatshahh.Zainal@ethozgroup.com](mailto:Selamatshahh.Zainal@ethozgroup.com)>; Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>; Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>

**Subject:** FW: SNM21D200781/C02/SLQ9136B/TANKL / FW: Request TP Claim Survey for SMN5503E

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Dear Sirs

We refer to your email below.

**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)

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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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Friday, February 19, 2021 9:45 AM  
**To:** [Selamatshahh.Zainal@ethozgroup.com](mailto:Selamatshahh.Zainal@ethozgroup.com); [jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com); Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D200781/C02/SLQ9136B/TANKL / FW: Request TP Claim Survey for SMN5503E

Dear Irene,

Please conduct PRS for SMN5503E.

Note: officer in charge - Tan Kah Leong 63896193.

\*\*\* 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:** Selamatshahh Zainal <[Selamatshahh.Zainal@ethozgroup.com](mailto:Selamatshahh.Zainal@ethozgroup.com)>  
**Sent:** Thursday, 18 February 2021 3:44 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Jackson Teo Ban Chye <[jackson.teo@ethozgroup.com](mailto:jackson.teo@ethozgroup.com)>  
**Subject:** Request TP Claim Survey for SMN5503E

Hi Motor Claims,

Please assist to make arrangement for TP survey **SMN5503E** accident on 07/02/2021. Claiming against your insured **SLQ9136B**. A copy of the accident report and estimate is enclosed. Vehicle can be survey at Ethoz 30 Bukit Batok Crescent.

Before we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.

Warmest regards,

**Selamatshahh Zainal**  
**Senior Executive**  
**Motor Claims Operations**



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