

Nivitha (LKK Auto)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Tuesday, 2 March 2021 9:45 AM
To: Ruby Ong; SUR; Admin-D (LKKAuto; assignments
Cc: Claims Dept of CTI; xdetox32@gmail.com
Subject: RE: SNM21D201047/C02/YP8716K/THAMYL / FW: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBK 7294R [Our Ref. TCL.ro.50048.21.ess] [QBE Ref:

[Confidential]

Without Prejudice

Hi Ruby

Thanks for reply

Hi LKK

Please conduct PRS

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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

Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Tuesday, March 2, 2021 9:37 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; xdetox32@gmail.com

Subject: RE: SNM21D201047/C02/YP8716K/THAMYL / FW: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBK 7294R [Our Ref. TCL.ro.50048.21.ess] [QBE Ref:

Importance: High

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Pauline

We refer to our email below wherein we have informed that our client is agreeable to appoint Mr. Marcus Chua (LKK Auto Consultants Pte Ltd) as the SJE.

We wish to informed that our client will proceed to appoint an independent surveyor.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 254

Fax : 6338 3536 / 6533 0313

www.htapartners.com.sg

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From: Ruby Ong

Sent: Friday, 26 February 2021 9:53 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; andrew.lim@qbe.com; claims-singapore@qbe.com

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; xdetox32@gmail.com

Subject: RE: SNM21D201047/C02/YP8716K/THAMYL / FW: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBK 7294R [Our Ref. TCL.ro.50048.21.ess] [QBE Ref:

Importance: High

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sir / Madam

We refer to your email of even date.

Our client is agreeable to appoint Mr. Marcus Chua (LKK Auto Consultants Pte Ltd) from your list to conduct the joint pre-repair survey as a single joint expert for our client's vehicle no. **GBK 7294R**.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **EURO SUCCESS SERVICES PTE LTD**
1 Kaki Bukit Avenue 6
#02-03 Autobay
Singapore 417883

Contact Person : Ah Huat (Tel. 9828 9277 / 6742 6231)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference.

Best regards,
Ruby Ong
Secretary
M/s Hin Tat Augustine & Partners
20 Upper Circular Road
#02-10/12 The Riverwalk
Singapore 058416
Tel : 6533 0212 ext 254
Fax : 6338 3536 / 6533 0313
www.htapartners.com.sg

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From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Friday, 26 February 2021 9:08 AM
To: andrew.lim@qbe.com; Ruby Ong <ruby@htapartners.com.sg>; xdetox32@gmail.com; claims-singapore@qbe.com
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D201047/C02/YP8716K/THAMYL / FW: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBK 7294R [Our Ref. TCL.ro.50048.21.ess] [QBE Ref:

[Confidential]

Without Prejudice

Dear Sirs

We refer to your email of even date.

We intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop.

We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

LKK / FTA

Marcus Chua
Gary Soon
Kenneth Kong
Chow Bo Xiong
Adrian Ling
Ben Chua
Mohd Taufikh
Ng You Han
Steve Chen

Henry Ng

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

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.

Thank you.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Claims Dept of CTI

Sent: Wednesday, February 24, 2021 5:57 PM

To: andrew.lim@qbe.com; Ruby Ong <ruby@htapartners.com.sg>; xdetox32@gmail.com; claims-singapore@qbe.com; Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: O/R: SNM21D201047/C02/YP8716K/THAMYL / FW: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBK 7294R [Our Ref. TCL.ro.50048.21.ess] [QBE Ref:

Without Prejudice

Dear Sir,

Kindly note case handler is Pauline Tham.

Dear Pauline,

Fya.

*** 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

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

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From: Andrew Lim <andrew.lim@qbe.com>
Sent: Wednesday, 24 February 2021 9:46 AM
To: Ruby Ong <ruby@htapartners.com.sg>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; xdetox32@gmail.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBK 7294R [Our Ref. TCL.ro.50048.21.ess] [QBE Ref:

WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Ruby,

Please note that our insured has made the accident report and we attach his video footage above.

Our insured was travelling within lane 3. The accident happened when your client collided into our insured, switching from the second to the third lane.

Therefore, we regret to inform you that we are unable to consider your client's claim.

Andrew Lim

Executive

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 6477 1243 | +65 6224 6633

[Website](#) | [LinkedIn](#) | [Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Tuesday, 23 February 2021 4:52 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; claims-singapore <claims-singapore@qbe.com>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Andrew Lim <andrew.lim@qbe.com>; xdetox32@gmail.com
Subject: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBK 7294R [Our Ref. TCL.ro.50048.21.ess]

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Our ref : TCL.ro.50048.21.ess

VERY URGENT

23 February 2021

China Taiping Insurance Co (Singapore) Pte Ltd

Motor Claims Department
3 Anson Road
#16-00 Springleaf Tower
Singapore 079909

By Email Only

Your Ref. YP 8716K

QBE Insurance Co (Singapore) Pte Ltd

Motor Claims Department
1 Raffles Quay
#29-10 South Tower
Singapore 048583
Dear Sirs

By Email Only

Your Ref. XE 397U

Dear Sirs

CLAIMANT: SKYLINK VEHICLE RENTAL PTE LTD

NOTICE OF ACCIDENT & PRE-REPAIR SURVEY : ACCIDENT INVOLVING GBK 7294R, YP 8716K, XE 397U & OTHERS ALONG AYE (CITY) BEFORE EXIT 13 (JURONG TOWN HALL EXIT) ON 23 FEBRUARY 2021 @ 0720HRS

We are instructed by Skylink Vehicle Rental Pte Ltd to notify you of a road traffic accident on 23 February 2021 at about 0720hrs along AYE (City) before exit 13 (Jurong Town Hall exit) involving our clients' vehicle registration number GBK 7294R and vehicle registration numbers YP 8716K & XE 397U driven by your authorised drivers at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers 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 shall proceed to repair the vehicle without reference to you.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 278

Fax : 6338 3536 / 6533 0313

www.htapartners.com.sg

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