

Nivitha (LKK Auto)

From: Lionel Chua <lionel.chua@sg.cntaiping.com>
Sent: Tuesday, 2 March 2021 12:04 PM
To: Alan Quek; sur@lkkauto.com
Cc: Claims Dept of CTI; Adeline Chng; assignments@lkkauto.com; Team A (admin-a@lkkauto.com); 'Taufikh (LKKAuto)'
Subject: RE: OUR REF: SNM21D201168/C02/GBD6944S/CHNGPW & YOUR REF: SJV626K, TO CONDUCT PRS
Attachments: SM0M21310003_01-03-2021_135842.pdf; img-301155158-0001.pdf

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM21D201168/C02/GBD6944S/CHNGPW – **accident NOT reported**

Dear Sir/Madam,

Please be informed that (**OUR INSURED HAS YET TO FILED SAS REPORT**) till date of the said accident.

We shall appointed LKK (as the Single Joint Expert) to attend to the pre-repair survey of damaged vehicle for this accident case.

Aside to LKK,

Please refer to below email and liaise with third party workshop.

Kindly note that Adeline is case handler.

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. Any inconvenience caused is much regretted.**

Thank you & Best regards.

Lionel Chua

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 63896116 | F: (65) 62247175

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

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From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Tuesday, March 2, 2021 11:55 AM
To: Lionel Chua <lionel.chua@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>; 'sur@lkkauto.com' <sur@lkkauto.com>; assignments@lkkauto.com; Team A (admin-a@lkkauto.com) <admin-a@lkkauto.com>; 'Taufikh (LKKAuto)' <Taufikh@lkkauto.com>
Subject: RE: OUR REF: SNM21D201168/C02/GBD6944S/CHNGPW & YOUR REF: SJV626K, TO CONDUCT PRS

Dear Officer,

We agree to use your surveyor panel LKK Taufikh, Rasul or Marcus, thank you.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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Please consider the environment before printing this e-mail.

From: Lionel Chua [<mailto:lionel.chua@sg.cntaiping.com>]
Sent: Tuesday, 2 March 2021 11:50 AM
To: Alan Quek
Cc: Claims Dept of CTI; Adeline Chng
Subject: RE: OUR REF: SNM21D201168/C02/GBD6944S/CHNGPW & YOUR REF: SJV626K, TO CONDUCT PRS

This email was sent from outside of your organisation

WITHOUT PREJUDICE

Your Ref: Please advised.

Our Ref: SNM21D201168/C02/GBD6944S/CHNGPW – **accident NOT reported.**

Dear Sir/Madam,

ACCIDENT INVOLVING GBD 6944S AND SJV 626K ALONG DAKOTA CRES CAR PARK ON 25.02.2021

We refer to your email of 1 March 2021 pertaining to the above matter.

While waiting for our Insured to file Accident Report, 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.
6. Meanwhile, kindly render your assistance to provide us with a copy of the video footage (if any) in order for us to do the needful on this claim.

Kindly note that Adeline is case handler.

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Thank you & Best regards.

Lionel Chua

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 63896116 | F: (65) 62247175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, March 2, 2021 11:03 AM
To: Lionel Chua <lionel.chua@sg.cntaiping.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>;
alan.quek@cyclecarriage.com.sg
Subject: OUR REF: SNM21D201168/C02/GBD6944S/CHNGPW & YOUR REF: SJV626K, TO CONDUCT PRS

Dear Lionel,

Please conduct PRS -**SJV626K urgently** on behalf of Adeline Chng.

Officer In Charge-Adeline Chng -DID: 6389 6155.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo

Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Alan Quek <alan.quek@cyclecarriage.com.sg>
Sent: Monday, March 1, 2021 3:55 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: SJV626K / GBD6944S Date of accident:25-02-2021

CHINA TAIPING INSURANCE (S) PTE LTD
Attn: Motor Claims Dept

RE: Accident involving motor vehicle nos. **SJV 626 K & GBD 6944 S.**
Along **DAKOTA CRES CAR PARK.**

We have instructs by our client's of motor vehicle no:**SJV 626 K**, which was involved in the above accident. Our client's vehicle was damaged and. We now claiming against you for costs of repair on property damage and loss of use.

In order that you are the insurer of vehicle no:**GBD 6944 S** are willing to DIRECT SETTLEMENT on property damage and loss of use. We shall be grateful if you could kindly settle the cost of repair directly with us. On this note we will be much appreciated and looking forward to your Confirmation of settlement.

Your Sincerely

Alan Quek
Service Advisor
Mercedes-Benz Body Care & Repair Center
Cycle & Carriage Industries Pte Ltd
188 Pandan Loop Service Center
Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272
Website: www.mercedes-benz.com.sg



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