

## Celine Fong (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Tuesday, 7 March 2023 6:19 PM  
**To:** Adeline Chng; Chong Boon Sen  
**Cc:** assignments  
**Subject:** RE: SNM21D201532 /C02/XD9347K/CHNGPW / FW: TP CLAIM\_SLL7951D & XD9347K\_DOA: 16/03/2021

Dear Adeline,

Please be informed that we are unable to conduct the inspection for SLL 7951D after some attempts to inform workshop to present the vehicle.

This case has been pending for a long time due to the unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** Thursday, 18 March 2021 5:32 PM  
**To:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: SNM21D201532 /C02/XD9347K/CHNGPW / FW: TP CLAIM\_SLL7951D & XD9347K\_DOA: 16/03/2021

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](mailto: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

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**From:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>

**Sent:** Thursday, 18 March 2021 5:03 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Subject:** RE: SNM21D201532 /C02/XD9347K/CHNGPW / FW: TP CLAIM\_SLL7951D & XD9347K\_DOA: 16/03/2021

Dear Adeline

We would like to appoint Marcus Chua (LKK) to conduct survey for above mention vehicle.

Please advise on liability matter.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** 18 March 2021 16:47

**To:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>

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

**Subject:** RE: SNM21D201532 /C02/XD9347K/CHNGPW / FW: TP CLAIM\_SLL7951D & XD9347K\_DOA: 16/03/2021

Without Prejudice

Our reference: **SNM21D201532C02/ XD9347K/Chngpw**

Your reference: SLL7951D

Dear Sirs

**ACCIDENT INVOLVING XD9347K & SLL7951D ON 16/03/2021**

We refer to your email of 18/03/2021

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 contact Adeline Chng at 63896155 and email us at [claimsdept@sg.cntaiping.com](mailto: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](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:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>  
**Sent:** Thursday, 18 March 2021 3:54 PM  
**To:** [motor@hockwah.com.sg](mailto:motor@hockwah.com.sg); Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D201532 /C02/XD9347K/CHNGPW / FW: TP CLAIM\_SLL7951D & XD9347K\_DOA: 16/03/2021

Dear Adeline,

Please conduct PRS for **SLL7951D**.

Note: officer in charge –Adeline Chng 6389155.

\*\*\* 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](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:** Hock Wah Motor Pte Ltd <[motor@hockwah.com.sg](mailto:motor@hockwah.com.sg)>  
**Sent:** Thursday, 18 March 2021 10:50 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** TP CLAIM\_SLL7951D & XD9347K\_DOA: 16/03/2021

Dear sir/madam

Attached herewith our client's GIA report with estimate bill that claim against your insured XD9347K.

Please revert on liability.

Thank you.

Best Regards  
Anysia Foo  
Senior Claims Advisor

**Hock Wah Motor Workshop Pte Ltd**

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977  
Tel: 6441 5655 | Fax: 6243 8121 | Website: [www.hockwah.com.sg](http://www.hockwah.com.sg)