

Nivitha (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Thursday, 25 March 2021 11:50 AM
To: Nancy Lam; Corene Chong; Celeste Ng; Hui Ting Tang; assignments
Cc: Claims Dept of CTI; Alfred Toh
Subject: RE: SNM21D201651/C02/GBB4130Y/TOHHS / Our client's vehicle no.SMN4677T(EURO); Your insured's vehicle no. GBB4130Y(CHINA) DOA 23/03/2021 - PRI

WITHOUT PREJUDICE

YOUR REF: SMN4677T
OUR REF: SNM21D201651/C02/GBB4130Y/TOHHS

Dear Sirs

Contents of your email duly noted.

Aside to M/s LKK Auto consultants Pte Ltd., please assist to arrange survey on SMN4677T (email below refers)

Merimen folder shall be created shortly and/or soonest possible.

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. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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

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From: Nancy Lam <nancy@crossbordersllc.com>
Sent: Thursday, March 25, 2021 11:31 AM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Hui Ting Tang <huiting@crossbordersllc.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D201651/C02/GBB4130Y/TOHHS / Our client's vehicle no.SMN4677T(EURO); Your insured's vehicle no. GBB4130Y(CHINA) DOA 23/03/2021 - PRI

Your attention is drawn to the CONFIDENTIALITY NOTICE below.

WITHOUT PREJUDICE

Due to the current COVID 19 situation, we seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower.

Dear sir

1. We refer to your letter dated as below
2. We are instructed that our client has confirmed Marcus Chua (LKK) as a single joint expert.
3. Please be informed that the said vehicle can be inspected at:

Venue: Euro Success Serv Pte Ltd

Address: 1 Kaki Bukit Avenue 6

#02-03 Autobay @ Kaki Bukit

Singapore 417883

Contact: Ah Huat @ 6742 6231 / 9828 9277
4. Please liaise with the above workshop.

Thank You.

Regards

Nancy

TEL: 6438 1323 (ext 2020)

CrossBorders LLC
133 New Bridge Road
#23-03/04/05 Chinatown Point
Singapore 059413
Tel: (65) 6438 1323
Fax: (65) 6438 2313

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Thursday, 25 March 2021 10:39 am

To: Nancy Lam <nancy@crossbordersllc.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Hui Ting Tang <huiting@crossbordersllc.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SNM21D201651/C02/GBB4130Y/TOHHS / Our client's vehicle no.SMN4677T(EURO); Your insured's vehicle no. GBB4130Y(CHINA) DOA 23/03/2021 - PRI

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YOUR REF: SMN4677T

OUR REF: SNM21D201651/C02/GBB4130Y/TOHHS

Dear Sirs

We refer to your emails pertaining to the above matter.

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

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Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Nancy Lam <nancy@crossbordersllc.com>

Sent: Thursday, March 25, 2021 10:02 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Hui Ting Tang <huiting@crossbordersllc.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: SNM21D201651/C02/GBB4130Y/TOHHS / FW: Our client's vehicle no.SMN4677T(EURO); Your insured's vehicle no. GBB4130Y(CHINA) DOA 23/03/2021 - PRI

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Dear sir

1. We refer to our PRI as below.
2. Please note that we have not hear from you till now.
3. We have instructions to proceed accordingly if we do not hear from you **by today**.

Thank You.

Regards

Nancy

TEL: 6438 1323 (ext 2020)

CrossBorders LLC
133 New Bridge Road
#23-03/04/05 Chinatown Point
Singapore 059413
Tel: (65) 6438 1323
Fax: (65) 6438 2313

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

Sent: Wednesday, 24 March 2021 8:54 am

To: Nancy Lam <nancy@crossbordersllc.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Tang Hui Ting <huiting@crossbordersllc.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

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

Subject: O/R: SNM21D201651/C02/GBB4130Y/TOHHS / FW: Our client's vehicle no.SMN4677T(EURO); Your insured's vehicle no. GBB4130Y(CHINA) DOA 23/03/2021 - PRI

Without Prejudice

Dear Alfred,

Please conduct PRS for **SMN4677T. (INSURED NOT REPORTED).**

Note: officer in charge –Alfred Toh

*** Kindly quote our reference number when replying.

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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

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From: Nancy Lam <nancy@crossbordersllc.com>

Sent: Tuesday, 23 March 2021 4:41 PM

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

Cc: Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Tang Hui Ting <huiting@crossbordersllc.com>

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WITHOUT PREJUDICE

Dear Sirs

1. Please find attached our PRI notice dated 23 March 2021 for your kind attention

Thank You.

Regards
Nancy
TEL: 6438 1323 (ext 2020)

CrossBorders LLC
133 New Bridge Road
#23-03/04/05 Chinatown Point
Singapore 059413

Tel: (65) 6438 1323
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