

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 22 April 2021 3:48 PM
To: 'Tan Kian Wei Billy'; 'Claims Dept of CTI'; SUR
Subject: RE: SNM21D201964/C02/SML5449P/TANKW / FW: PRE REPAIR SURVEY - SMV7L & SML5449P ACCIDENT ON 02/04/2021 Your Ref : SNM21D201964
Attachments: SMV7L IA.pdf

Dear Billy,

Enclosed herewith preliminary advice of SMV 7L.

Kindly assist to create the claim in Merimen System.

The make & model is PORSCHE BOXSTER 2.7A.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Sent: Wednesday, 7 April 2021 4:31 PM

To: 'Tan Kian Wei Billy' <billy.tan@sg.cntaiping.com>; 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SNM21D201964/C02/SML5449P/TANKW / FW: PRE REPAIR SURVEY - SMV7L & SML5449P ACCIDENT ON 02/04/2021 Your Ref : SNM21D201964

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

Sent: Wednesday, 7 April, 2021 3:59 PM

To: claims@focusauto.com.sg; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SNM21D201964/C02/SML5449P/TANKW / FW: PRE REPAIR SURVEY - SMV7L & SML5449P ACCIDENT ON 02/04/2021 Your Ref : SNM21D201964

[Confidential]

WITHOUT PREJUDICE

Dear Sir / Madam,

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

Aside to LKK,

Please arrange and survey the vehicle.

Thank you.

** 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. Any inconvenience caused is much regretted.

Thanks and Best Regards

Billy Tan
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896175 | 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: Focus Auto Pte Ltd <claims@focusauto.com.sg>
Sent: Wednesday, 7 April 2021 3:00 PM
To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D201964/C02/SML5449P/TANKW / FW: PRE REPAIR SURVEY - SMV7L & SML5449P ACCIDENT
ON 02/04/2021 Your Ref : SNM21D201964

Dear Billy,

Thank you for your email. We are pleased to select Mr Marcus Chua from LKK as the surveyor. Do let me know early notice for the arrival of the surveyor to our workshop

Best Regards

Aidah Zailani
Claims Executive
Focus Auto Pte Ltd
No. 1 Kaki Bukit Avenue 6
#02-50 AutoBay@Kaki Bukit

From: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Sent: 4/7/21 2:29 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>, "claims@focusauto.com.sg" <claims@focusauto.com.sg>
Subject: RE: SNM21D201964/C02/SML5449P/TANKW / FW: PRE REPAIR SURVEY - SMV7L & SML5449P
ACCIDENT ON 02/04/2021 Your Ref : SNM21D201964

[Confidential]

Dear Sirs / Madam,

>
> WITHOUT PREJUDICE
>
> **ACCIDENT INVOLVING SMV7L & SML5449P on 02/04/2021**

> We refer to your email of 06/04/2021.

> 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 Billy Tan 6389 6175 and email us at claimsdept@sg.cntaiping.com
>
>
> ** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks and Best Regards

Billy Tan
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896175 | 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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, 7 April 2021 2:07 PM
To: claims@focusauto.com.sg; Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D201964/C02/SML5449P/TANKW / FW: PRE REPAIR SURVEY - SMV7L & SML5449P
ACCIDENT ON 02/04/2021 Your Ref : SNM21D201964

Without Prejudice
Save as to costs

Dear Billy,

Please conduct PRS for **SMV7L**.

Note: officer in charge –Billy Tan 63896175.

*** 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: 太平獅城 Taiping SG

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From: Focus Auto Pte Ltd <claims@focusauto.com.sg>
Sent: Wednesday, 7 April 2021 11:01 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: PRE REPAIR SURVEY - SMV7L & SML5449P ACCIDENT ON 02/04/2021 Your Ref : SNM21D201964

Dear Chong,

Enclosed is the GIA report for your attention. The accident date should be 0035hrs and guess your client have made a mistake for the timing during reporting maybe you could check with him/her again. As you could see the accident scene photo is at night could not be in the afternoon when accident happen.

Thank You

Best Regards

Aidah Zailani
Claims Executive
Focus Auto Pte Ltd

No. 1 Kaki Bukit Avenue 6
#02-50 AutoBay@Kaki Bukit
Singapore 417883
Tel: 6886 9097 Fax: 68444625
Office Hours : Mon ~ Sat, 0900 ~ 1800

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: 4/7/21 10:46 AM
To: "claims@focusauto.com.sg" <claims@focusauto.com.sg>
Subject: RE: PRE REPAIR SURVEY - SMV7L & SML5449P ACCIDENT ON 02/04/2021

Without prejudice

Dear Sir,

Pls assist to check with your client if accident timing is actually around 1230pm. If so, we will process pri under SNM21D201964.

Also, pls provide gia report of your client.

*** 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
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From: Focus Auto Pte Ltd <claims@focusauto.com.sg>
Sent: Tuesday, 6 April 2021 3:59 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: PRE REPAIR SURVEY - SMV7L & SML5449P ACCIDENT ON 02/04/2021

Dear Person In-Charge,

Please sent surveyor list to arrange the surveyor down to our workshop regarding as below.

We are instructed by our client to notify you of a road traffic accident on 02/04/2021 at about 0035 hours at Slip Road Exit To Outram Road our client's SMV7L and SML5449P driven by your insurer or your insured's authorized driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client / we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a

pre-repair survey of the vehicle without further reference to you.

NOTE : Vehicle is currently IN our workshop.

Please be informed that the said vehicle can be inspected at :

Name of workshop : **FOCUS AUTO PTE LTD**

Address : No. 1 Kaki Bukit Avenue 6

Autobay #02-48/50

Singapore 417883

Telephone No.: 68869097 FAX : 68444625

Best Regards

Aidah Zailani

Claims Executive

Focus Auto Pte Ltd

No. 1 Kaki Bukit Avenue 6

#02-50 AutoBay@Kaki Bukit

Singapore 417883

Tel: 6886 9097 Fax: 68444625

Office Hours : Mon ~ Sat, 0900 ~ 1800