

Celine Fong (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Tuesday, 11 May 2021 11:59 AM
To: 'Jenny Lew'; SUR; assignments
Cc: 'Claims Dept of CTI'
Subject: RE: OUR REF: SNM21D202681/C02/SMK5500D/LEWLC & YOUR REF: SLT3820H TO CONDU CR PRS

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, 11 May, 2021 11:49 AM
To: Claims Dept <claims_rar@bifrostauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D202681/C02/SMK5500D/LEWLC & YOUR REF: SLT3820H TO CONDU CR PRS

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 proceed to 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](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Claims Dept <claims_rar@bifrostauto.com>
Sent: Monday, May 10, 2021 7:19 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: OUR REF: SNM21D202681/C02/SMK5500D/LEWLC & YOUR REF: SLT3820H TO CONDUCCR PRS

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Without Prejudice,

Dear Sir/Ma' am,

Please arrange for LKK / TG LIM to conduct the survey.

Thank you.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur' Ikhwan
Motor Claims Department
Tel: 9329 0237

On Mon, 10 May 2021 at 17:03, Jenny Lew <jenny.lew@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: SNM21D202681/C02/SMK5500D/lewlc (insured yet to lodge report)
Your reference: SLT3820H

Dear Sirs / Madam,

ACCIDENT INVOLVING SMK5500D & SLT3820H on 07/05/2021

We refer to your email of 10/05/2021.

Please note that insured yet to lodge 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.

If you have any queries, please contact Jenny Lew 6389 6172 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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Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, May 10, 2021 4:54 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Claims Dept <claims_rar@bifrostauto.com>; claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>
Subject: OUR REF: SNM21D202681/C02/SMK5500D/LEWLC & YOUR REF: SLT3820H TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Jenny,

Please **conduct PRS SLT3820H** soonest possible and our Insured has not filed SAS Report.

Officer In Charge: Jenny Lew – DID: 6389 6172.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo

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: Claims Dept <claims_rar@bifrostauto.com>

Sent: Monday, May 10, 2021 12:05 PM

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

Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>

Subject: Accident involving SLT 3820 H & SMK 5500 D on 07/05/2021 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, M RENTAL PTE LTD , to notify you of the aforesaid accident involving our client's vehicle SLT3820H and your insured's vehicle SMK5500D on 07/05/2021.

This serves as a **NOTICE** that we are claiming against SMK5500D for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: IKHWAN (93290237)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 07/05/2021

PRS ARRANGEMENT (Date & Time) : 10/05/2021 after 1400hrs (Vehicle In)

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

Nur' Ikhwan

Motor Claims Department

Tel: 9329 0237