

Celine Fong (LKKAuto)

From: Celine Fong (LKKAuto)
Sent: Tuesday, 18 May 2021 11:54 AM
To: Irene Tay
Cc: Admin A; assignments
Subject: RE: FW: OUR REF: SNM21D202772/C02/SME7595Z/TAYHP & YOUR REF: SJE 8695 Y TO CONDUCT PRS

Dear Irene,

Thank you for the assignment.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Tuesday, 18 May 2021 11:40 AM
To: claims@bifrostauto.com; assessment_ral@bifrostauto.com
Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: FW: FW: OUR REF: SNM21D202772/C02/SME7595Z/TAYHP & YOUR REF: SJE 8695 Y TO CONDUCT PRS

Dear Sir/Mdm (BIFROSTA),

Please forward us a copy of your client's GIA REPORT.

Aside to LKK,

Please assist to get your surveyor liaise with BIFROST AUTO PTE LTD to conduct survey.

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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

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From: Claims Dept <claims_rar@bifrostauto.com>

Sent: Monday, May 17, 2021 11:12 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: claims@bifrostauto.com; assessment_ral@bifrostauto.com

Subject: Re: FW: OUR REF: SNM21D202772/C02/SME7595Z/TAYHP & YOUR REF: SJE 8695 Y TO CONDUCT 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,

CN Taiping Ref: SNM21D202772/C02/SME7595Z/TAYHP

Please arrange for LKK / TG LIM to conduct the PRS for SJE 8695 Y.

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, 17 May 2021 at 10:04, Joseph Koh <joseph.koh@bifrostauto.com> wrote:

Dear Irene,

Please note that the email address is claims_rar with an 's', not claim_rar as originally sent. Due to the error in your admin department, we only received the email today. Please see the screenshot below.

Aside to Ikhwan, please liaise with Irene on the selection of SJE to prevent further delay.

Thank you.

From: Claims Dept of CTI
Sent: Friday, May 14, 2021 3:22 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>; claim_rar@bifrostauto.com; Lucas Chow <assessment_ral@bifrostauto.com>;
claims <claims@bifrostauto.com>
Subject: OUR REF: SNM21D202772/C02/SME7595Z/TAYHP & YOUR REF: SJE 8695 Y TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Irene,

Please conduct PRS SJE8695Y soonest possible.

Officer In Charge: Irene Tay- DID 6389 6192.

Kindly quote our claim reference number when replying.

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

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

Joseph Koh
Claims Department
M: 96488228

BIFROST AUTO PTE LTD
6001 Beach Road, Golden Mile Tower, #22-01
Singapore 199589

On Mon, 17 May 2021 at 09:18, Irene Tay <irene.tay@sg.cntaiping.com> wrote:

From: Irene Tay
Sent: Friday, May 14, 2021 3:41 PM
To: claim_rar@bifrostauto.com
Cc: claims@bifrostauto.com; assessment_ral@bifrostauto.com

Subject: FW: OUR REF: SNM21D202772/C02/SME7595Z/TAYHP & YOUR REF: SJE 8695 Y TO CONDUCT PRS

Dear Sirs

We refer to your email .

Take Notice that we shall not be accepting any of your surveyors as SJE.

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

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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From: Claims Dept of CTI

Sent: Friday, May 14, 2021 3:22 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; claim_rar@bifrostauto.com; Lucas Chow

<assessment_ral@bifrostauto.com>; claims <claims@bifrostauto.com>

Subject: OUR REF: SNM21D202772/C02/SME7595Z/TAYHP & YOUR REF: SJE 8695 Y TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Irene,

Please **conduct PRS SJE8695Y** soonest possible.

Officer In Charge: Irene Tay- DID 6389 6192.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Claims Dept <claims_rar@bifrostauto.com>
Sent: Friday, May 14, 2021 12:01 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>
Subject: Accident involving SJE 8695 Y & SME 7595 Z on 13/05/2021 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, CHEN SEONG KWEE , to notify you of the aforesaid accident involving our client's vehicle SJE8695Y and your insured's vehicle SME7595Z on 13/05/2021 at 2145hrs along JALAN KELULUT.

This serves as a **NOTICE** that we are claiming against SME7595Z 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@bifrotauto.com

VEH IN (Date & Time) : 13/05/2021

PRS ARRANGEMENT (Date & Time) : 14/05/2021 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