

Celine Fong (LKKAuto)

From: Celine Fong (LKKAuto)
Sent: Thursday, 20 May 2021 2:04 PM
To: Adeline Chng; assignments
Cc: Claims Dept of CTI; SUR
Subject: RE: SNM21D202893/C02/SMS9642J/CHNGPW / FW: Our client's vehicle no.GBE1861A (Hong); Your insured's vehicle no. SMS9642J(CHINA) DOA 18/05/2021 - PRI

Dear Adeline,

Thank you for your assignment.

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

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: Nancy Lam <nancy@crossbordersllc.com>
Sent: Thursday, 20 May 2021 1:01 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Hui Ting Tang <huiting@crossbordersllc.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D202893/C02/SMS9642J/CHNGPW / FW: Our client's vehicle no.GBE1861A (Hong); Your insured's vehicle no. SMS9642J(CHINA) DOA 18/05/2021 - PRI

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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 Adeline

1. We refer to your letter dated as below
2. Please be informed that the said vehicle can be inspected at:

Venue: Hong Motor Service

Address: 5035 Ang Mo Kio Industrial Park

(Off Avenue 3) #01-365

Singapore 589538
Contact: Mr Huat (6282 2052)

3. 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: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Thursday, 20 May 2021 12:29 pm
To: Nancy Lam <nancy@crossborderllc.com>; Corene Chong <corene@crossborderllc.com>; Celeste Ng <celeste@crossborderllc.com>; Hui Ting Tang <huiting@crossborderllc.com>; assignments@lkkauto.com
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D202893/C02/SMS9642J/CHNGPW / FW: Our client's vehicle no.GBE1861A (Hong); Your insured's vehicle no. SMS9642J(CHINA) DOA 18/05/2021 - PRI

Without Prejudice
Dear Sirs

We refer to your email of 20.05.2021

We regret to inform that we are not agreeable to your list of proposed surveyors and will be assigning our panel surveyor, M/s LKK to conduct the Pre-repair survey.

Please contact our surveyor to conduct the post repair inspection before returning the repaired vehicle to the claimant.

Aside to LKK,

Please refer to the email below and liaise with third party workshop accordingly.

Thank you.

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

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From: Nancy Lam <nancy@crossbordersllc.com>
Sent: Thursday, 20 May 2021 11:40 AM
To: Adeline Chng <adeline.chng@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: SNM21D202893/C02/SMS9642J/CHNGPW / FW: Our client's vehicle no.GBE1861A (Hong); Your insured's vehicle no. SMS9642J(CHINA) DOA 18/05/2021 - PRI

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Dear sir

1. We refer to your email as below.
2. Our client objects appointing your surveyors as a single joint expert.
3. We propose one of the motor surveyors named in the list below to conduct the joint pre-repair survey as a single joint expert:-

- | | | |
|----|------------------|---|
| a) | Marc Ananda | United Appraisal and Management Pte Ltd |
| b) | Dennis Yap | PAL'S Appraiser Pte Ltd |
| c) | Yap Teck Lee | LCW Appraiser Pte Ltd |
| d) | Yap Teck Chye | MC-Coy Appraiser Pte Ltd |
| e) | Dixon Yeo | Treasure Appraiser Pte Ltd |
| f) | Andrew How | Prominent Appraiser Services |
| g) | Alan Cheong K.H. | C L Appraiser Pte Ltd |

- h) T.T. Rajan ST Appraisal Services
- i) Sebastian Lim Constant Appraiser Services
- j) Aeon Auto Consultants LLP

4. Please let us know within two (2) working days whether you are agreeable to the appointment of any of the above motor surveyors as a single joint expert.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Wednesday, 19 May 2021 10:15 pm
To: Nancy Lam <nancy@crossbordersllc.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Tang Hui Ting <huiting@crossbordersllc.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D202893/C02/SMS9642J/CHNGPW / FW: Our client's vehicle no.GBE1861A (Hong); Your insured's vehicle no. SMS9642J(CHINA) DOA 18/05/2021 - PRI

Without Prejudice

Our reference: **SNM21D202893C02/SMS9642J/Chngpw**
Your reference: GBE1861A

Dear Sirs

ACCIDENT INVOLVING SMS9642J & GBE1861A ON 18/05/2021

We refer to your email of 19/05/2021

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

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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

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, 19 May 2021 5:35 PM
To: Nancy Lam <nancy@crossbordersllc.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Tang Hui Ting <huiting@crossbordersllc.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D202893/C02/SMS9642J/CHNGPW / FW: Our client's vehicle no.GBE1861A (Hong); Your insured's vehicle no. SMS9642J(CHINA) DOA 18/05/2021 - PRI

Dear Adeline,

Please conduct PRS for GBE1861A. **OUR INSURED HAS YET TO FILED SAS REPORT**

Note: officer in charge –Adeline Chng 63896155.

*** 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: Nancy Lam <nancy@crossbordersllc.com>
Sent: Wednesday, 19 May 2021 2:03 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Hui Ting Tang <huiting@crossbordersllc.com>
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WITHOUT PREJUDICE

Dear Sirs

1. Please find attached our PRI notice dated 19 MAY 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
Fax: (65) 6438 2313

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