

## Celine Fong (LKKAuto)

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**From:** Celine Fong (LKKAuto)  
**Sent:** Friday, 21 May 2021 10:34 AM  
**To:** Irene Tay; Admin A; assignments  
**Cc:** SUR  
**Subject:** RE: SNM21D202842/C02/SGX3666A/TAYHP / FW: ENQUIRY OF LIABILITY - SLU3677A, doa 12/5/21

Dear Irene,

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](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Friday, 21 May 2021 10:21 AM  
**To:** June Phua ( Cheng Hoe Motor) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: SNM21D202842/C02/SGX3666A/TAYHP / FW: ENQUIRY OF LIABILITY - SLU3677A, doa 12/5/21

Dear Sir/Mdm (LKK),

Please assist to get your surveyor liaise with CHENG HOE 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

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**From:** June Phua ( Cheng Hoe Motor) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>

**Sent:** Friday, May 21, 2021 10:00 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** Re: SNM21D202842/C02/SGX3666A/TAYHP / FW: ENQUIRY OF LIABILITY - SLU3677A, doa 12/5/21

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Good morning Irene,

Our selection as below :-

## 7. Kenneth Kong (LKK)

**Vehicle not in workshop yet. Meanwhile kindly advise whether has your driver file the report and are you agree on DIRECT SETTLEMENT?**

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142

Fax : 67557719

Email- [chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)

**From:** Irene Tay

**Sent:** Friday, May 21, 2021 7:54 AM

**To:** [chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)

**Subject:** FW: SNM21D202842/C02/SGX3666A/TAYHP / FW: ENQUIRY OF LIABILITY - SLU3677A, doa 12/5/21

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](mailto: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

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**Best Regards**

**Irene Tay**

Executive

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

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**From:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Sent:** Thursday, May 20, 2021 10:12 AM

**To:** Cheng Hoe <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM21D202842/C02/SGX3666A/TAYHP / FW: ENQUIRY OF LIABILITY - SLU3677A, doa 12/5/21

Dear Irene,

Please conduct PRS for SLU3677A.

Note: officer in charge – Irene Tay 63896192.

\*\*\* 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

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**From:** June Phua ( Cheng Hoe Motor) <[chmotor@singnet.com.sg](mailto:chmotor@singnet.com.sg)>  
**Sent:** Wednesday, 19 May 2021 5:55 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** ENQUIRY OF LIABILITY - SLU3677A, doa 12/5/21

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Dear Sir,

**OUR CLIENT – SLU3677A**

**DOA - 12/5/21 @1830hrs**

**YR  
INSURED - SGX3666A**

Attached our client report.

- 1) Pls advise who is the claim handler?
- 2) Has your insured's driver file the report and are you agree on **DIRECT SETTLEMENT?**

Thank you.

Regards  
June  
Cheng Hoe Motor Pte Ltd  
Tel :67556142  
Fax : 67557719