

Summer Lee (LKK Auto)

From: Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Sent: Thursday, 3 June, 2021 11:08 AM
To: Adeline Chng; assignments
Cc: Claims Dept of CTI
Subject: RE: SNM21D203118/C02/XD4117R/CHNGPW / RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SJY 6555B [Our Ref. TCL.ro.50144.21.ess]

Dear Adeline,

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: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Thursday, 3 June 2021 10:19 AM
To: Ruby Ong <ruby@htapartners.com.sg>; assignments <assignments@lkkauto.com>
Cc: Eurosuccess0202@gmail.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D203118/C02/XD4117R/CHNGPW / RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SJY 6555B [Our Ref. TCL.ro.50144.21.ess]

Dear LKK

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

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.

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: Ruby Ong <ruby@htapartners.com.sg>

Sent: Wednesday, 2 June 2021 10:35 AM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

Cc: Eurosucces0202@gmail.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D203118/C02/XD4117R/CHNGPW / RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SJY 6555B [Our Ref. TCL.ro.50144.21.ess]

Importance: High

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WITHOUT PREJUDICE
SAVE AS TO COSTS

Dear Sir / Madam

We refer to your email of even date.

Our client is agreeable to appoint **Marcus Chua (LKK)** from your list to conduct the joint pre-repair survey as a single joint expert for our client's vehicle no. **SJY 6555B**.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **EURO SUCCESS SERVICES PTE LTD**
1 Kaki Bukit Avenue 6
#02-03 Autobay
Singapore 417883

Contact Person : Ah Huat (Tel. 9828 9277 / 6742 6231)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 254

Fax : 6338 3536 / 6533 0313

www.htapartners.com.sg

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From: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Wednesday, 2 June 2021 9:14 AM

To: Ruby Ong <ruby@htapartners.com.sg>

Cc: Eurosucces0202@gmail.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D203118/C02/XD4117R/CHNGPW / RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SJY 6555B [Our Ref. TCL.ro.50144.21.ess]

Without Prejudice

Our reference: **SNM21D203118C02/ XD4117R/Chngpw**

Your reference: TCL.ro.50144.21.ess

Dear Sirs

ACCIDENT INVOLVING XD4117R & SJY6555B ON 01/06/2021

We refer to your email of 02/06/2021

Kindly note the following:-

1. Please assist to provide a copy of your client's SAS report.
2. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
3. 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)

4. 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.
5. 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.
6. 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, 2 June 2021 8:43 AM

To: Ruby Ong <ruby@htapartners.com.sg>; Adeline Chng <adeline.chng@sg.cntaiping.com>

Cc: Eurosucces0202@gmail.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM21D203118/C02/XD4117R/CHNGPW / RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SJY 6555B [Our Ref. TCL.ro.50144.21.ess]

Dear Adeline,

Please conduct PRS for SJY6555B. (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: Ruby Ong <ruby@htapartners.com.sg>

Sent: Wednesday, 2 June 2021 7:31 AM

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

Cc: Eurosucccess0202@gmail.com

Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SJY 6555B [Our Ref. TCL.ro.50144.21.ess]

Importance: High

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Our Ref : TCL.ro.50144.21.ess

Your Ref : XD 4117R

URGENT

2 June 2021

China Taiping Insurance Co (Singapore) Pte Ltd

Motor Claims Department

3 Anson Road

#16-00 Springleaf Tower

Singapore 079909

By Email Only

Dear Sir / Madam

CLAIMANT: MOHAMMED A'ARIF BIN MOHD FAROUK

NOTICE OF ACCIDENT & PRE-REPAIR SURVEY - ACCIDENT INVOLVING SJY 6555B & XD 4117R ALONG MANDAI ROAD BEFORE SLE/BKE EXIT ON 1 JUNE 2021 @ 0750HRS

We are instructed by Mohammed A'arif Bin Mohd Farouk to notify you of a road traffic accident on 1 June 2021 at about 0750hrs along Mandai Road before SLE/BKE exit involving our client's vehicle registration number SJY 6555B and vehicle registration number XD 4117R driven by your authorised / insured driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 278

Fax : 6338 3536 / 6533 0313

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