

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 22 June 2021 10:47 am
To: Irene Tay
Cc: SUR
Subject: RE: Accident involving SMJ 7855 Y & GBD 9789 D on 01/06/2021 (PRE-REPAIR SURVEY REQUEST)
Attachments: SMJ7855Y IA.pdf

Dear Irene,

Enclosed herewith preliminary advice of SMJ 7855Y.

Kindly advise the claim reference and create the above claim in Merimen System.

The make & model is BMW 428I CONVERTIBLE M SPORT A/T LED NAV HUD

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Sent: Thursday, 3 June 2021 12:02 pm
To: Irene Tay <irene.tay@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Accident involving SMJ 7855 Y & GBD 9789 D on 01/06/2021 (PRE-REPAIR SURVEY REQUEST)

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: Thursday, 3 June 2021 11:57 AM
To: Claims Dept <claims_rar@bifrostauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: claims <claims@bifrostauto.com>; Lucas Chow <assessment_ral@bifrostauto.com>
Subject: RE: Accident involving SMJ 7855 Y & GBD 9789 D on 01/06/2021 (PRE-REPAIR SURVEY REQUEST)

On Thu, 3 Jun 2021 at 10:46, Irene Tay <irene.tay@sg.cntaiping.com> wrote:

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with BIFROSTAUTO 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:** 太平狮城 Taiping SG

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From: Claims Dept <claims_rar@bifrotauto.com>

Sent: Wednesday, June 2, 2021 12:58 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: Re: Accident involving SMJ 7855 Y & GBD 9789 D on 01/06/2021 (PRE-REPAIR SURVEY REQUEST)

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 assign TG LIM / LKK to conduct the PRS.

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 Wed, 2 Jun 2021 at 12:47, Irene Tay <irene.tay@sg.cntaiping.com> wrote:

Dear Sirs

We refer to your email below.

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

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. Any inconvenience caused is much regretted.

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 <claims_rar@bifrostauto.com>

Sent: Wednesday, June 2, 2021 11:10 AM

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

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

Subject: Accident involving SMJ 7855 Y & GBD 9789 D on 01/06/2021 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, PETER TAN PENG TUNG , to notify you of the aforesaid accident involving our client's vehicle SMJ7855Y and your insured's vehicle GBD9789D on 01/06/2021 at 1540hrs along REPUBLIC BLVD EXITING TO OPHIR ROAD.

This serves as a **NOTICE** that we are claiming against GBD9789D 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) : 01/06/2021

PRS ARRANGEMENT (Date & Time) : 02/06/2021 after 1200hrs (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