

## Celine Fong (LKKAuto)

---

**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Thursday, 29 July 2021 3:23 PM  
**To:** Hazel Natasya Chng; Cecilia Lee Peng Geok; SUR; assignments  
**Cc:** Claims Dept of CTI  
**Subject:** RE: SNM21D203807/C02/XE7272A/CHNGPW / FW: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

Without Prejudice

Dear Hazel

Well noted with thanks.

We shall proceed to close the case from our end.

### 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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thank you.

**Adeline Chng**  
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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Hazel Natasya Chng <hazel@abwinm9.com>  
**Sent:** Thursday, 29 July 2021 3:07 PM  
**To:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>; sur@lkkauto.com; assignments@lkkauto.com  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Subject:** RE: SNM21D203807/C02/XE7272A/CHNGPW / FW: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

**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.

Hi Cecilia,

We refer to your email below.

Based on the liability as it is against our client, owner has decided to not proceed on with the third party claim.

We wish to inform you that this case will be dropped.

Kindly proceed to close it on your end as well.

Thank you and regards,  
Hazel Chng  
Claims Department  
DID +65 6713 9408  
Mobile +65 91991691  
Abwin Service Pte Ltd  
17 Kaki Bukit Road 4  
#01-60 Bartley Biz Centre  
Singapore 417809

---

**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Wednesday, 14 July 2021 2:21 pm  
**To:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Subject:** RE: SNM21D203807/C02/XE7272A/CHNGPW / FW: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

**Without Prejudice**  
**Save As To Cost**

Dear Sir/Madam

We regret to advise that liability is 100% against your client as per BOLA S26. Your client should not obstruct/cause danger to passing vehicle.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>  
**Sent:** Wednesday, 14 July 2021 12:34 PM  
**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Subject:** RE: SNM21D203807/C02/XE7272A/CHNGPW / FW: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

**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.

Hi Cecilia,

Earlier today I have spoken to someone from LKK whom I had forgotten to ask for her name.

I have informed that we will be waiting for liability clearance before proceeding on to the PRS.

Please kindly update us if your insured has reported the accident previously mentioned in my other emails.

Thank you and regards,  
Hazel Chng  
Claims Department  
DID +65 6713 9408  
Mobile +65 91991691  
Abwin Service Pte Ltd  
17 Kaki Bukit Road 4  
#01-60 Bartley Biz Centre  
Singapore 417809

---

**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Wednesday, 14 July 2021 8:53 am  
**To:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Subject:** RE: SNM21D203807/C02/XE7272A/CHNGPW / FW: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

### Without Prejudice

Dear Sir/Madam

As we do not hear from you to date, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.

We will appoint LKK to conduct PRS.

Dear LKK

Please conduct PRS on **GBH3592Y**.

Note: officer in charge: Adeline Chng 63896155.

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Cecilia Lee Peng Geok  
**Sent:** Friday, 9 July 2021 1:47 PM  
**To:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Subject:** RE: SNM21D203807/C02/XE7272A/CHNGPW / FW: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

Without Prejudice

Our reference: **SNM21D203807/C02/XE7272A/CHNGPW**

Your reference: GBH3592Y

Dear Sirs,

ACCIDENT INVOLVING GBH3592Y (TP) AND XE7272A (OI) ALONG CLIVE STREET ON 28/06/2021

We refer to your email of **09/07/2021**.

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.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Friday, 9 July 2021 1:25 PM  
**To:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>; Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D203807/C02/XE7272A/CHNGPW / FW: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

Without Prejudice

Dear Cecilia,

Please conduct PRS for GBH3592Y. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge Adeline Chng 63896155.

\*\*\* Kindly quote our 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](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. Any inconvenience caused is much regretted.

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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please

---

**From:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>

**Sent:** Friday, 9 July 2021 12:19 PM

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

**Subject:** RE: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

**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.

Hi Boon Sen,

We refer to the above matter.

Please kindly find attached for the GIA report.

The accident date and time would be 28/06/2021 at about 2030hours.

Please kindly advise if your insured or insured's driver has lodged the above accident and let us know the liability status.

Thank you and regards,

Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809

---

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

**Sent:** Wednesday, 7 July 2021 6:19 pm

**To:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>

**Subject:** RE: ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

Without Prejudice

Dear sir,

Pls provide gia report and accident timing to process pri.

**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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Hazel Natasya Chng <[hazel@abwinm9.com](mailto:hazel@abwinm9.com)>  
**Sent:** Wednesday, 7 July 2021 5:17 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** ACCIDENT INVOLVING GBH3592Y AND XE7272A ALONG CLIVE STREET ON 28/06/2021 AT ABOUT 2030HOURS

**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.

Hi,

We refer to the above matter.

We have been appointed by the owner, **PACKIRI SUPPIAH**, the registered owner of vehicle no. **GBH3592Y** to proceed with the claim against XE7272A (your insured).

Kindly advise if your insured and/or insured driver has lodged a report regarding the above mentioned accident.

Please let us have your liability clearance for the above accident to proceed on with the claims.

Thank you and regards,  
Hazel Chng  
Claims Department  
DID +65 6713 9408  
Mobile +65 91991691  
Abwin Service Pte Ltd

17 Kaki Bukit Road 4  
#01-60 Bartley Biz Centre  
Singapore 417809