

## Meng Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Wednesday, 14 July, 2021 9:21 AM  
**To:** Claims  
**Cc:** assignments; Admin A  
**Subject:** RE: SNM21D203846/C02/GBB7867K/TAYHP / FW: Arrange for survey - Acc on 10.07.2021 invlg SMQ 5273 C & GBB 7867 K

Dear Sir/Mdm ( LKK ),

Please assist to get your surveyor liaise with PROGRESSIVE 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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Lily <bhlim@procarcare.com.sg> **On Behalf Of** Claims  
**Sent:** Tuesday, July 13, 2021 5:07 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Claims <claims@procarcare.com.sg>  
**Subject:** FW: SNM21D203846/C02/GBB7867K/TAYHP / FW: Arrange for survey - Acc on 10.07.2021 invlg SMQ 5273 C & GBB 7867 K  
**Importance:** High

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Hi Irene,

Please refer to my email below and have not heard from surveyor.  
Kindly take note that vehicle is in worksho

Regards,

**Lily LIM**  
Claims Advisory  
Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
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**From:** Lily On Behalf Of Claims  
**Sent:** Monday, July 12, 2021 5:10 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: SNM21D203846/C02/GBB7867K/TAYHP / FW: Arrange for survey - Acc on 10.07.2021 invlg SMQ 5273 C & GBB 7867 K

Hi irene

Please arrange Marcus chua (LKK)

Regards,

**Lily LIM**  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Monday, July 12, 2021 4:16 PM  
**To:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** FW: SNM21D203846/C02/GBB7867K/TAYHP / FW: Arrange for survey - Acc on 10.07.2021 invlg SMQ 5273 C & GBB 7867 K

Dear Sir,

We refer to your email .

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 coordinate with our surveyor immediately after the repair is completed.

If you have any queries, please contact Irene Tay at 63896192 and email us at [claimsdept@sg.cntaiping.com](mailto: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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). 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 of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Monday, July 12, 2021 4:09 PM

**To:** [bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg); Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.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: SNM21D203846/C02/GBB7867K/TAYHP / FW: Arrange for survey - Acc on 10.07.2021 invlg SMQ 5273 C & GBB 7867 K

Without Prejudice

Dear Irene,

Please conduct PRS for SMQ5273C. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

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

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**From:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Monday, 12 July 2021 2:32 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** Arrange for survey - Acc on 10.07.2021 invlg SMQ 5273 C & GBB 7867 K

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Dear sir

Please refer to attached and arrange for survey

**VEHICLE IS IN WORKSHOP**

Regards,

**Lily LIM**

Claims Advisory

Progressive Car Care Pte Ltd

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