

## Meng Yan (LKK Auto)

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**From:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>  
**Sent:** Thursday, 15 July, 2021 2:11 PM  
**To:** kentsengcarservices@gmail.com; SUR; assignments  
**Cc:** Claims Dept of CTI  
**Subject:** RE: SNM21D203918/C02/YN7414Z/TANKW / FW: Request for Surveyor: Accident between GBD2310Y & YN7414Z on 13.07.2021

Without Prejudice

Save as to cost

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please arrange and survey the 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.

Thanks and Best Regards

**Billy Tan**

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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

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**From:** kentsengcarservices@gmail.com <kentsengcarservices@gmail.com>

**Sent:** Thursday, 15 July 2021 1:20 PM

**To:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

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

**Subject:** Re: SNM21D203918/C02/YN7414Z/TANKW / FW: Request for Surveyor: Accident between GBD2310Y & YN7414Z on 13.07.2021

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Without Prejudice

Dear Billy

Good day,

Thank you for the list.

We would like to choose Steve Chen (LKK) to conduct the survey.

Survey Date: 16.07.2021 (Fri)

Thank You

Best Regards

Sebastian

Kent Seng Car Services

On 15/7/2021 1:10 pm, Tan Kian Wei Billy wrote:

**Without Prejudice**

**Save as to cost**

Dear Sirs / Madam,

**ACCIDENT INVOLVING YN7414Z & GBD2310Y on 13/07/2021**

We refer to your email of 14/05/2021.

Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
1. 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)

1. 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.

1. 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.
1. 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 Billy Tan @ 6389 6175 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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

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Thanks and Best Regards

**Billy Tan**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
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**From:** Claims Dept of CTI [<claimsdept@sg.cntaiping.com>](mailto:claimsdept@sg.cntaiping.com)

**Sent:** Thursday, 15 July 2021 12:02 PM

**To:** Susan Seng [<kentsengcarservices@gmail.com>](mailto:kentsengcarservices@gmail.com); Tan Kian Wei Billy [<billy.tan@sg.cntaiping.com>](mailto:billy.tan@sg.cntaiping.com)

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

**Subject:** O/R: SNM21D203918/C02/YN7414Z/TANKW / FW: Request for Surveyor: Accident between GBD2310Y & YN7414Z on 13.07.2021

Without Prejudice

Dear Billy,

Please conduct PRS for GBD2310Y.

Note: officer in charge Billy Tan 63896175.

\*\*\* 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](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:** Susan Seng <[kentsengcarservices@gmail.com](mailto:kentsengcarservices@gmail.com)>

**Sent:** Thursday, 15 July 2021 9:34 AM

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

**Subject:** Re: Request for Surveyor: Accident between GBD2310Y & YN7414Z on 13.07.2021

Dear Boon Seng,

As per your request, the accident time is 09:36 Hrs.

We enclosed our client's GIA Report for your perusal.

Kindly provide us with your panel surveyor list.

Kindly advise on the liability of this case.

Thank you & Best Regards  
Susan Lim  
91004390

**Kent Seng Car Services**

On Wed, Jul 14, 2021 at 4:14 PM Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

Without Prejudice

Dear Sir,

Pls provide accident timing to process pri.

\*\*\* 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:** Susan Seng <[kentsengcarservices@gmail.com](mailto:kentsengcarservices@gmail.com)>

**Sent:** Wednesday, 14 July 2021 2:41 PM

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

**Subject:** Request for Surveyor: Accident between GBD2310Y & YN7414Z on 13.07.2021

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Without Prejudice

Dear Sirs/Mdm,

Kindly assist on the following matters:

1. Provide us your panel surveyor list for selection.
2. Advise on your insured GIA reporting status.
3. Kindly advise on liability for this accident claim.

Kindly send your surveyor to do a survey for the following accident claim:

Our Vehicle: GBD2310Y  
Your Insured: YN7414Z (China Taiping Insured)  
Subject: Accident Involving GBD2310Y & YN7414Z On 13.07.2021

Workshop: Kent Seng Car Services  
Address: Blk 1017 Yishun Industrial Park A #01-240 Singapore 768759

An Estimate will be provided to the surveyor upon his arrival.

We will email you our client's GIA report once we obtain it.

Please confirm with us via email, fax(64841482) or phone (91004390).

Thank you & Best Regards,  
Susan Lim  
91004390

**Kent Seng Car Services**