

## Meng Yan (LKK Auto)

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**From:** Meng Yan (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Monday, 19 July, 2021 9:09 AM  
**To:** 'Irene Tay'; 'Admin A'; 'assignments'; 'SUR'  
**Subject:** RE: FW: SNM21D202240/C02/GBG9461H/TAYHP / FW: PRS REQUEST FOR FBE 5684T

Dear Irene,

Thank you for the assignment.

Best Regards,

Yan | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Friday, 16 July, 2021 5:51 PM  
**To:** pd@weliase.com; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** FW: FW: SNM21D202240/C02/GBG9461H/TAYHP / FW: PRS REQUEST FOR FBE 5684T

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with GUSTO Workshop 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:** PD Admin <[pd@weliase.com](mailto:pd@weliase.com)>  
**Sent:** Friday, July 16, 2021 5:40 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** Re: FW: SNM21D202240/C02/GBG9461H/TAYHP / FW: PRS REQUEST FOR FBE 5684T

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Dear sirs,

We would like to appoint Mr Marcus Chua from LKK as our mutual surveyor.

Kindly arrange for the appointed surveyor to survey our client's bike on 19.07.21 after 12pm.

Thanks

PRI TEAM

On Fri, 16 Jul 2021 at 17:15, Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)> wrote:

Dear Sir/Mdm,

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

**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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Friday, July 16, 2021 4:29 PM  
**To:** [pd@weliase.com](mailto:pd@weliase.com); 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: SNM21D202240/C02/GBG9461H/TAYHP / FW: PRS REQUEST FOR FBE 5684T

Without Prejudice

Dear Irene,

Please conduct PRS for **FBE5684T**.

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

DID: (65) 63896116 | F: (65) 62247175

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** PD Admin <[pd@weliase.com](mailto:pd@weliase.com)>

**Sent:** Friday, 16 July 2021 3:25 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Subject:** PRS REQUEST FOR FBE 5684T

**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.

Dear Sir,

We refer to the above captioned matter.

Our Client: FBE 5684T

Your Insured: GBG 9461H

DOA: 18/04/2021

A copy of our client's Singapore Accident Statement has been attached herewith for your necessary action.

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 would like to conduct a pre-repair inspection 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 further reference to you.

GUSTO Workshop

25 Kaki Bukit Rd 4, #01-35, Singapore 417800

Contact Person Redha +65 9127 5273

Kindly get in touch with the contact person soonest possible before going down to survey.  
Thank you.

Regards,  
PRI TEAM