

## Celine Fong (LKKAuto)

---

**From:** Celine Fong (LKKAuto)  
**Sent:** Friday, 3 March 2023 6:24 PM  
**To:** 'Irene Tay'  
**Cc:** assignments; SUR  
**Subject:** RE: SNM21D203742/C02/SCE6333M/TAYHP / FW: SURVEY INVITATION FOR ACCIDENT ON 27/06/2021 AT 510 Lor 6 Toa Payoh, GBL1230J & SCE6333M

Dear Irene,

Please be informed that we are unable to conduct the inspection for GBL 1230J after some attempts to inform workshop to present the vehicle.

This case has been pending for a long time due to the unavailability of the owner, therefore we decided to temporarily close this case.

Kindly advise us if there is any arrangement made and will be glad to re-open the case accordingly.

Best Regards,

**Celine Fong**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [celinefong@lkkauto.com](mailto:celinefong@lkkauto.com) | fax: 6256-4315

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

---

**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Sent:** Tuesday, 27 July 2021 12:50 PM  
**To:** 'Irene Tay' <irene.tay@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: SNM21D203742/C02/SCE6333M/TAYHP / FW: SURVEY INVITATION FOR ACCIDENT ON 27/06/2021 AT 510 Lor 6 Toa Payoh, GBL1230J & SCE6333M

Dear Irene,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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)

---

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Tuesday, 27 July, 2021 12:38 PM  
**To:** [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'Jessie Ong' <[jessie.ong@panpacificleasing.com.sg](mailto:jessie.ong@panpacificleasing.com.sg)>; [ezel@panpacificleasing.com.sg](mailto:ezel@panpacificleasing.com.sg);

[andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg)

**Subject:** RE: SNM21D203742/C02/SCE6333M/TAYHP / FW: SURVEY INVITATION FOR ACCIDENT ON 27/06/2021 AT 510 Lor 6 Toa Payoh, GBL1230J & SCE6333M

Dear Sir (LKK),

Please assist to get your surveyor to liaise with EFFICIENT MOTOR 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:** [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com) <[ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)>

**Sent:** Monday, July 26, 2021 11:41 AM

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

**Cc:** 'Jessie Ong' <[jessie.ong@panpacificleasing.com.sg](mailto:jessie.ong@panpacificleasing.com.sg)>; [ezel@panpacificleasing.com.sg](mailto:ezel@panpacificleasing.com.sg); [andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg); [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)

**Subject:** RE: SNM21D203742/C02/SCE6333M/TAYHP / FW: SURVEY INVITATION FOR ACCIDENT ON 27/06/2021 AT 510 Lor 6 Toa Payoh, GBL1230J & SCE6333M

**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 Irene

Please arrange Steve Chen (LKK) to survey.

Meanwhile, please advise on the liability of the accident.

Thank You.

Best Regards,

Andrew Goh

Motor Claims Officer

Tel: +65 8183 2078

Email: [andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg)

**EFFICIENT MOTOR & ENGINEERING WORKS PTE LTD (Workshop)**

56 Loyang Way, #06-07, Loyang Enterprise Building, Singapore 508775

\*\* As of 1 May 2020, For all Accident Claims related matters, Please email to [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Tuesday, 6 July 2021 2:33 PM  
**To:** Efficient Claims <[ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)>; Jessie Ong <[jessie.ong@panpacificleasing.com.sg](mailto:jessie.ong@panpacificleasing.com.sg)>;  
[ezel@panpacificleasing.com.sg](mailto:ezel@panpacificleasing.com.sg); [andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg); Efficient Claims  
<[ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)>  
**Subject:** FW: SNM21D203742/C02/SCE6333M/TAYHP / FW: SURVEY INVITATION FOR ACCIDENT ON 27/06/2021 AT 510  
Lor 6 Toa Payoh, GBL1230J & SCE6333M

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 63896116 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:** Tuesday, July 6, 2021 1:35 PM  
**To:** Efficient Claims <[ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)>; Jessie Ong <[jessie.ong@panpacificleasing.com.sg](mailto:jessie.ong@panpacificleasing.com.sg)>;  
[ezel@panpacificleasing.com.sg](mailto:ezel@panpacificleasing.com.sg); [andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg); Efficient Claims  
<[ppemclaims@gmail.com](mailto:ppemclaims@gmail.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: SNM21D203742/C02/SCE6333M/TAYHP / FW: SURVEY INVITATION FOR ACCIDENT ON 27/06/2021 AT 510  
Lor 6 Toa Payoh, GBL1230J & SCE6333M

Without Prejudice

Dear Irene,

Please conduct PRS for **GBL1230J**. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: Irene Tay officer in charge 63896192.

\*\*\* 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

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:** [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com) <[ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)>

**Sent:** Tuesday, 6 July 2021 11:29 AM

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

**Cc:** 'Jessie Ong' <[jessie.ong@panpacificleasing.com.sg](mailto:jessie.ong@panpacificleasing.com.sg)>; [ezel@panpacificleasing.com.sg](mailto:ezel@panpacificleasing.com.sg);  
[andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg); [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)

**Subject:** SURVEY INVITATION FOR ACCIDENT ON 27/06/2021 AT 510 Lor 6 Toa Payoh, GBL1230J & SCE6333M

**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 Claim Officer,

We refer to the above matter. (DOA: 27/06/2021)

We are the appointed repair workshop of vehicle no. **GBL1230J**.

We understand that you are the insurer of vehicle no. **SCE6333M**.

The owner of the vehicle no. **GBL1230J** has authorised us to carry out the repairs to their vehicle which was damaged by your insured's vehicle. The owner intends to make a claim against your insured and/or insured's authorised driver for the accident which is caused wholly and /or contributed by your insured and/or your insured's authorised driver's negligence.

We hereby give you notice of the accident and an opportunity to inspect the damages to the vehicle prior to the commencement of the repair.

Contact Person: Jessie H/P: 8723 3003 / Ezel H/P: 8721 3003

P.S: Please advise on the liability of the accident.

Thank You.

Best Regards,

Andrew Goh

*Motor Claims Officer*

Tel: +65 8183 2078

Email: [andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg)

***EFFICIENT MOTOR & ENGINEERING WORKS PTE LTD (Workshop)***

56 Loyang Way,#06-07,Loyang Enterprise Building,Singapore 508775

\*\* As of 1 May 2020, For all Accident Claims related matters, Please email to [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)