

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 3 August 2021 5:13 pm
To: 'Tan Chew Chik Jacqueline'; SUR
Cc: 'Claims Dept of CTI'
Subject: RE: SNM21D204166/C02/GBD3327T/TANCHC / RE: Accident involving SLQ 8417 Y & GBD 3327 T on 24/07/2021 (Pre-Repair Survey Request)
Attachments: SLQ8417Y IA.pdf

Dear Jacqueline,

Enclosed herewith preliminary advice of SLQ 8417Y.

Kindly assist to create claim in Merimen System.

The make & model is HYUNDAI ELANTRA AD 1.6 GLS AT.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@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: Thursday, 29 July 2021 8:56 am
To: 'Tan Chew Chik Jacqueline' <jacqueline.tan@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D204166/C02/GBD3327T/TANCHC / RE: Accident involving SLQ 8417 Y & GBD 3327 T on 24/07/2021 (Pre-Repair Survey Request)

Dear Jacqueline,

Thank you for the assignment.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Wednesday, 28 July, 2021 5:58 PM
To: Assessment Dept <assessment_ral@bifrostaauto.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Joseph Koh <claims@bifrostaauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D204166/C02/GBD3327T/TANCHC / RE: Accident involving SLQ 8417 Y & GBD 3327 T on 24/07/2021 (Pre-Repair Survey Request)

WITHOUT PREJUDICE

Dear Dennie,

we will assign LKK to conduct the Pre-repair Inspection.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange conduct the PRS at 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: DENNIS TING (9385 5409)

PRS ARRANGEMENT (Date & Time) : 29/07/2021 **after 1200hrs**

Thank you.

**** Note:** Please cc to 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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jacqueline Tan

Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Wednesday, 28 July 2021 5:33 PM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: Re: SNM21D204166/C02/GBD3327T/TANCHC / RE: Accident involving SLQ 8417 Y & GBD 3327 T on 24/07/2021 (Pre-Repair Survey Request)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey

Thank you.

Regards,

Dennis Ting
Motor Claims Department
Tel: 9385 5409

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

On Wed, 28 Jul 2021 at 14:20, Tan Chew Chik Jacqueline
<jacqueline.tan@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: SNM21D204166/C02/GBD3327T/TANCHC

Your reference: SLQ 8417 Y

Dear Sirs,

ACCIDENT INVOLVING GBD 3327 T & SLQ 8417 Y ON 24/07/2021

We refer to your email of 28/07/2021.

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 when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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

Sent: Wednesday, 28 July 2021 2:14 PM

To: Assessment Dept <assessment_ral@bifrostauto.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM21D204166/C02/GBD3327T/TANCHC / RE: Accident involving SLQ 8417 Y & GBD 3327 T on 24/07/2021 (Pre-Repair Survey Request)

Without Prejudice

Dear Jacqueline,

Please conduct PRS for **SLQ8417Y**. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge Jacqueline Tan 63896185.

*** 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

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狮城 Taiping SG

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From: Assessment Dept <assessment_ral@bifrotauto.com>

Sent: Wednesday, 28 July 2021 9:32 AM

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

Cc: Joseph Koh <claims@bifrotauto.com>

Subject: Accident involving SLQ 8417 Y & GBD 3327 T on 24/07/2021 (Pre-Repair Survey Request)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, SEAN ESWRAN SIVA , to notify you of the aforesaid accident involving our client's vehicle **SLQ8417Y** and your insured's vehicle **GBD3327T** on 24/07/2021 at 2000hrs along DUNEARN ROAD

This serves as a NOTICE that we are claiming against GBD3327T for damages, costs and disbursements.

Please let us know within 2 working days from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least ten (10) motor surveyors.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: DENNIS TING (9385 5409)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 27/07/2021

PRS ARRANGEMENT (Date & Time) : 29/07/2021 **after 1200hrs**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Regards,

Dennis Ting

Motor Claims Department

Tel: 9385 5409

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

