

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Tuesday, 17 August 2021 2:45 pm  
**To:** 'Alfred Toh'  
**Cc:** 'Claims Dept of CTI'; SUR; 'Chong Boon Sen'  
**Subject:** RE: SNM21D204433/C02/SMN9919M/TOHHS / Request for pre repair inspection for accident involving YP7486E & SMN9919M ( yr insured ) on 10/08/2021  
**Attachments:** YP7486E IA.pdf

Dear Alfred,

Enclosed herewith preliminary advice of YP 7486E.

Kindly assist to create above claim in Merimen System.

The make & model is MITSUBISHI CANTER FEB21ER4SDEB (CBU) (2998cc)

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Sent:** Friday, 13 August 2021 11:03 am  
**To:** 'Alfred Toh' <alfred.toh@sg.cntaiping.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; SUR <sur@lkkauto.com>; 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>  
**Subject:** RE: SNM21D204433/C02/SMN9919M/TOHHS / Request for pre repair inspection for accident involving YP7486E & SMN9919M ( yr insured ) on 10/08/2021

Dear Alfred,

Thank you for the assignment.

Repairer arrange survey on 16.08.2021(Monday).

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:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Friday, 13 August, 2021 10:52 AM  
**To:** Winnie Chai <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)>; [connect3lau@gmail.com](mailto:connect3lau@gmail.com); assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

Cc: Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
Subject: RE: SNM21D204433/C02/SMN9919M/TOHHS / Request for pre repair inspection for accident involving YP7486E & SMN9919M ( yr insured ) on 10/08/2021

**WITHOUT PREJUDICE**

Hi Winnie

Contents of your email duly noted.

Aside to M/s LKK Auto Consultants Pte Ltd., please assist to arrange survey on YP7486E. (email below refers)

**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). Any inconvenience caused is much regretted.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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 TaipingSG

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From: Winnie Chai <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)>

Sent: Friday, August 13, 2021 10:38 AM

To: Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

Cc: [connect3lau@gmail.com](mailto:connect3lau@gmail.com); Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

Subject: Re: SNM21D204433/C02/SMN9919M/TOHHS / Request for pre repair inspection for accident involving YP7486E & SMN9919M ( yr insured ) on 10/08/2021

**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.

Hi Alfred

We would like to arrange LKK Steve to attend the survey.

Thanks

On Fri, Aug 13, 2021 at 10:31 AM Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)> wrote:

**WITHOUT PREJUDICE**

Dear Sirs

We refer to your email of 12 August 2021 at 2.32 pm.

**Take Notice that we shall not be accepting any of your surveyors as SJE.**

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.

If you have any queries, please email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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**Best Regards**

**Alfred Toh**

**Senior Executive**

**Claims Department**

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

**3 Anson Road #15-00 Springleaf Tower Singapore 079909**

**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**

**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

**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 TaipingSG**

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**From:** Claims Dept of CTI

**Sent:** Friday, August 13, 2021 9:16 AM

**To:** [connect3lau@gmail.com](mailto:connect3lau@gmail.com); Winnie Chai <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

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

**Subject:** O/R: SNM21D204433/C02/SMN9919M/TOHHS / FW: Request for pre repair inspection for accident involving YP7486E & SMN9919M ( yr insured ) on 10/08/2021

Without Prejudice

Dear Alfred,

Please conduct PRS for YP7486E.

Note: officer in charge Alfred Toh

\*\*\* 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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**From:** Lau <[connect3lau@gmail.com](mailto:connect3lau@gmail.com)>

**Sent:** Thursday, 12 August 2021 2:32 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Winnie Chai (via Google Drive) <[connect3winnie@gmail.com](mailto:connect3winnie@gmail.com)>

**Subject:** Request for pre repair inspection for accident involving YP7486E & SMN9919M ( yr insured ) on 10/08/2021

**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.

Hi,

Attached is the GIA report.

Pls kindly let us have the list of surveyors for the survey.

Thank you

Ms Lau

Tel: 8188 4136

Connect 3

566 Woodlands Road

(Mandai Estate) S 728697

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Winnie Chai  
Connect3  
HP:9850-9666