

Celine Fong (LKKAUTO)

From: Celine Fong (LKKAUTO)
Sent: Tuesday, 7 March 2023 12:22 PM
To: 'Irene Tay'
Cc: SUR; assignments
Subject: RE: CTP REF NO. SNM21D204692C2 - PRI | Accident involving our client SFB8111D and your insured SJH3068A (China Taiping INS) | DOA-22/08/2021

Dear Irene,

Please be informed that we are unable to conduct the inspection for SFB 8111D 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 | 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: Monday, 30 August 2021 11:38 AM
To: 'Irene Tay' <irene.tay@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: CTP REF NO. SNM21D204692C2 - PRI | Accident involving our client SFB8111D and your insured SJH3068A (China Taiping INS) | DOA-22/08/2021

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 | fax: 6256-4315

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

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Monday, 30 August, 2021 11:19 AM
To: xin hua <xinhuaworkshop2@gmail.com>; 'assignments' <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: FW: CTP REF NO. SNM21D204692C2 - PRI | Accident involving our client SFB8111D and your insured SJH3068A (China Taiping INS) | DOA-22/08/2021

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with XIN HUA to conduct survey.

Aside to XIN HUA,

Please let us have a copy of your client GIA REPORT.

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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: xin hua <xinhuaworkshop2@gmail.com>

Sent: Tuesday, August 24, 2021 2:56 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Subject: Re: CTP REF NO. SNM21D204692C2 - PRI | Accident involving our client SFB8111D and your insured SJH3068A (China Taiping INS) | DOA-22/08/2021

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Dear Irene,

We refer to your email dated 24/08/2021.

Please arrange **Mr. Adrian Ling (LKK)** to come and conduct the survey for vehicle SFB8111D.

Thank You.

Regards,

Irene

HP : 9151 6861

Xin Hua Workshop Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09

Premier @ Kaki Bukit

Singapore 415875

On Tue, Aug 24, 2021 at 1:00 PM Irene Tay <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 co-ordinate 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

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,

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

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From: xin hua <xinhuaworkshop2@gmail.com>
Sent: Monday, August 23, 2021 1:23 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Subject: PRI | Accident involving our client SFB8111D and your insured SJH3068A (China Taiping INS) | DOA-22/08/2021

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Greetings,

We are instructed by **Soon Lee Meng** to notify you of a road traffic accident on **22/08/2021** at about **13:50 hours** at **Open Space Carpark along Lorong Sireh Pinang** involving our client's/customer's vehicle registration number **SFB8111D** and vehicle registration number **SJH3068A** driven by your insured at the material time.

A copy of the Singapore Accident Statement will be sent to you once we receive it from our client.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insured would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Kindly note the vehicle SFB8111D has yet in our workshop, hence please register the case first and we will inform you in advance once the vehicle is ready for pre-inspection.

We look forward to having a direct settlement and please provide us with the named survey companies to **be appointed as the single joint expert** as finalization/processing of the claims after finalization are done promptly.

Thank You.

Regards,

Irene

HP : 9151 6861

Xin Hua Workshop Pte. Ltd.

8 Kaki Bukit Avenue 4

#08-09

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Singapore 415875