

## Celine Fong (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Monday, 27 September 2021 4:53 PM  
**To:** Adeline Chng; assignments  
**Cc:** Claims Dept of CTI; SUR  
**Subject:** RE: SNM21D205447/C02/GBJ4152S/CHNGPW / RE: Accident involving SFF 6113 R & GBJ 4152 S on 23/09/2021 (PRE-REPAIR SURVEY REQUEST)

Dear Adeline,

Thank you for the assignment.

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)

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**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Monday, 27 September 2021 4:45 PM  
**To:** Assessment Dept <assessment\_ral@bifrostauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims\_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: SNM21D205447/C02/GBJ4152S/CHNGPW / RE: Accident involving SFF 6113 R & GBJ 4152 S on 23/09/2021 (PRE-REPAIR SURVEY REQUEST)

**Without Prejudice, Save as to Costs**

Dear LKK

Please refer to below email and liaise with third party workshop.

### **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.**

**Adeline Chng**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | F: (65) 6225 5879

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**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Sent:** Monday, 27 September 2021 4:20 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** Re: SNM21D205447/C02/GBJ4152S/CHNGPW / RE: Accident involving SFF 6113 R & GBJ 4152 S on 23/09/2021 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK Consultants 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 Mon, 27 Sept 2021 at 10:11, Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)> wrote:

Without Prejudice, Save as to Costs

Our reference: **SNM21D205447C02/ GBJ4152S/Chngpw**

Your reference: SFF6113R

Dear Sirs

**ACCIDENT INVOLVING GBJ4152S & SFF6113R ON 23/09/2021**

We refer to your email of 24/09/2021

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.

If you have any queries, please contact Adeline Chng at 63896155 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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**Thank you.**

**Adeline Chng**

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6225 5879

**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

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Monday, 27 September 2021 9:55 AM  
**To:** 'Assessment Dept' <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D205447/C02/GBJ4152S/CHNGPW / RE: Accident involving SFF 6113 R & GBJ 4152 S on 23/09/2021 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Adeline,

Please conduct PRS for SFF 6113 R.

Note: officer in charge Adeline Chng 63896155.

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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:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Sent:** Friday, 24 September 2021 11:17 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Subject:** Accident involving SFF 6113 R & GBJ 4152 S on 23/09/2021 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, NG TAO YON , CLEMENT ( HUANG DAO YONG , CLEMENT ) to notify you of the aforesaid accident involving our client' s vehicle SFF6113R and your insured' s vehicle GBJ4152S on 23/09/2021 AT 1412HRS ALONG KAKIT BUKIT ROAD 2

GIA STILL PENDING FROM REPORTING CENTER

This serves as a **NOTICE** that we are claiming against GBJ4152S 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 ( 93855409)

**Contact Email:** [assessment\\_ral@bifrotauto.com](mailto:assessment_ral@bifrotauto.com)

**VEH IN (Date & Time)** : 24/09/2021

**PRS ARRANGEMENT (Date & Time)** : 27/09/2021 after 1400hrs

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.

*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.*

DENNIS TING  
Motor Claims Department  
Tel: 9385 5409