

Meng Yan (LKK Auto)

From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Friday, 1 October, 2021 9:16 AM
To: Admin A; Admin-D (LKKAuto)
Cc: Celine Fong (LKKAuto)
Subject: RE: FW: SNM21D205480C02 - YP5043M & SMA3767S - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

Hi Team

Please arrange for PRS. I will create Merimen.

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.

Thanks and Best Regards

Chee So Chow
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Main: (65) 6389 6116 | F: (65) 6222 5879
Email : claimsdept@sg.cntaiping.com

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

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From: Chin Hui Xin <huixin@n51.com.sg>
Sent: Thursday, September 30, 2021 5:57 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: FW: SNM21D205480C02 - YP5043M & SMA3767S - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

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 Chee,

On dated 28/09/2021 @ 3:28 PM we appointed your surveyor Mr Adrian Ling from LKK. But I really don't know why you're still never sending an assignment to LKK come to survey this vehicle.

Please take note if LKK tomorrow before 12:00 PM still has not received an assignment, we will start to repair this vehicle.

Because this vehicle already at our workshop a few days ago and our client was already chasing.

Thank you very much

Regards,

Melody Chin

N-51 Automotive Pte Ltd

TWINCAR Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

www.n51.com.sg



On Wed, Sep 29, 2021 at 2:58 PM Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Sir,

Kindly note case handler is Chee So Chow.

Dear So Chow,

Append email.

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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: Chin Hui Xin <huixin@n51.com.sg>

Sent: Wednesday, 29 September 2021 12:08 PM

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

Subject: Fwd: SNM21D205480C02 - YP5043M & SMA3767S - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

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Dear Sir / Madam,

Kindly refer to the below email.

Who can send assignment to LKK arrange to come to PRI this vehicle as soon as possible.

This vehicle has already been at our workshop for a few days.

Thank you very much

Regards,

Melody Chin

N-51 Automotive Pte Ltd

TWINCAR Automotive Pte Ltd

Office : 6842 0051

Fax : 6741 0510

www.n51.com.sg



----- Forwarded message -----

From: **Chin Hui Xin** <huixin@n51.com.sg>

Date: Tue, Sep 28, 2021 at 4:55 PM

Subject: Fwd: SNM21D205480C02 - YP5043M & SMA3767S - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

To: Chee So Chow <sochow.chee@sg.cntaiping.com>

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

Dear Chee,

We appoint your surveyor Mr Adrian Ling from LKK.

Kindly assign your surveyor to come to PRI.

Thank you

Regards,

Melody Chin

N-51 Automotive Pte Ltd

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Office : 6842 0051

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----- Forwarded message -----

From: **Chin Hui Xin** <huixin@n51.com.sg>

Date: Tue, Sep 28, 2021 at 3:28 PM

Subject: Re: SNM21D205480C02 - YP5043M & SMA3767S - NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS

To: Chee So Chow <sochow.chee@sg.cntaiping.com>

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

Dear Chee,

We appoint your surveyor Mr Adrian Ling from LKK.

Please see the attachment.

Regards,

Melody Chin

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Fax : 6741 0510

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On Tue, Sep 28, 2021 at 3:23 PM Chee So Chow <sochow.chee@sg.cntaiping.com> wrote:

Hi Melody

We refer to your email of 27/09/2021.

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. MARCUS CHUA	6. BEN CHUA
2. GARY SOON	7. MOHD TAUFIKH
3. KENNETH KONG	8. NG YOU HAN
4. CHOW BO XIONG	9. STEVE CHEN
5. ADRIAN LING	10. HENRY NG

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.

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Thanks and Best Regards

Chee So Chow

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From: Chin Hui Xin <huixin@n51.com.sg>

Sent: Monday, September 27, 2021 3:28 PM

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

Subject: SMA3767S & YP5043M – NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION
WITHIN 2 WORKING DAYS

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 Sir / Madam,

As per above subject.

Please refer to attachment and:-

Kindly propose / provide your 10 surveyors.

Thank you

Regards,

Melody Chin

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Fax : 6741 0510

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