

Meng Yan (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Thursday, 30 September, 2021 11:45 AM
To: Ruby Ong; 'SUR'; assignments
Cc: Claims Dept of CTI
Subject: RE: SNM21D205561/C02/YQ3030H/LEWLC /RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFR 5511T [Our Ref. TCL.MH.ro.50221.21.at]

WITHOUT PREJUDICE

Dear Sirs/ Madam,

As there is no agreement on SJE, we shall be appointing M/s LKK to survey SFR5511T.

Do ensure your client's vehicle is available for survey.

Aside to M/s LKK, please assist to arrange for the survey.

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,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | 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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Thursday, September 30, 2021 11:42 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205561/C02/YQ3030H/LEWLC /RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFR 5511T [Our Ref. TCL.MH.ro.50221.21.at]
Importance: High

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 / Mdm

WITHOUT PREJUDICE

We refer to your email of even date informing that you wish to conduct a pre-repair survey of our client's vehicle no. SFR 5511T.

TAKE NOTICE that we object to your list of surveyors as the Single Joint Expert.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **A T Performance**
160 Sin Ming Drive
#7-18/19 Sin Ming Autocity
Singapore 575722

Contact Person : **Mr Alvin Tng (H/P : 9686 6219)**

In the event that the pre-repair survey was not conducted during the prescribed time or already conducted at your end previously, we reserve our client's right to claim for compensation for loss of use for your current request for re-survey.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 255

Fax : 6338 3536 / 6533 0313

www.htapartners.com.sg

Privileged/Confidential information is contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Thursday, 30 September 2021 11:25 AM

To: Ruby Ong <ruby@htapartners.com.sg>

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

Subject: RE: SNM21D205561/C02/YQ3030H/LEWLC /RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFR 5511T [Our Ref. TCL.MH.ro.50221.21.at]

Without Prejudice

Our reference: SNM21D205561/C02/YQ3030H/lewlc

Your reference: SFR5511T

Dear Sirs / Madam,

ACCIDENT INVOLVING YQ3030H & SFR5511T on 28/09/2021

We refer to your email of 29/09/2021.

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 contact Jenny Lew 6389 6172 and email us at claimsdept@sg.cntaiping.com

** 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,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | 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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Thursday, September 30, 2021 11:08 AM

To: 'Ruby Ong' <ruby@htapartners.com.sg>; Jenny Lew <jenny.lew@sg.cntaiping.com>

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

Subject: O/R: SNM21D205561/C02/YQ3030H/LEWLC /RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFR 5511T [Our Ref. TCL.MH.ro.50221.21.at]

Without Prejudice
Save as to costs

Dear Jenny,

Please conduct PRS for SFR 5511T.

Note: officer in charge Jenny Lew 63896172.

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.

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

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Wednesday, 29 September 2021 6:00 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFR 5511T [Our Ref. TCL.MH.ro.50221.21.at]
Importance: High

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.

Your ref: YQ 3030H
Our ref : TCL.MH.ro.50221.21.at

WITHOUT PREJUDICE

29 September 2021

China Taiping Insurance (Singapore) Pte. Ltd.

By Email Only

Motor Claims Department
3 Anson Road
#16-00 Springleaf Tower
Singapore 079909

URGENT

Dear Sirs

CLAIMANT: GOH ENG JUAY

NOTICE OF ACCIDENT AND PRE-REPAIR SURVEY - ACCIDENT INVOLVING SFR 5511T & YQ 3030H AT JUNCTION OF WOODLANDS AVENUE 2 & WOODLANDS AVENUE 7 ON 28 SEPTEMBER 2021 @ 1533HRS

We are instructed by Goh Eng Juay to notify you of a road traffic accident on 28 September 2021 at about 1533hrs at junction of Woodlands Avenue 2 & Woodlands Avenue 7 involving our client's vehicle registration number SFR 5511T and vehicle registration number YQ 3030H driven by your insured's driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers 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 shall proceed to repair the vehicle without reference to you.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 278

Fax : 6338 3536 / 6533 0313

www.htapartners.com.sg

Privileged/Confidential information is contained in this message. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. In such case, you should destroy this message and kindly notify the sender by reply email.