

Meng Yan (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 1 October, 2021 5:40 PM
To: Assessment Dept; assignments; Claims Dept; Joseph Koh
Cc: Claims Dept of CTI; Alfred Toh
Subject: SNM21D205410/C02/GY9680M/TOHHS / Accident involving GY9680M & SJG8030E on 22/09/2021 (PRE-REPAIR SURVEY REQUEST)
Attachments: SJG 8030 E - DRAFT.pdf

WITHOUT PREJUDICE

Dear Sirs

Contents of your email noted.

Aside to M/s LKK Auto Consultants Pte Ltd., please assist to arrange survey on SJG8030E (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. 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
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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From: Assessment Dept <assessment_ral@bifrostauto.com>
Sent: Friday, October 1, 2021 4:02 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Subject: Re: SNM21D205410/C02/GY9680M/TOHHS / Accident involving SJG 8030 E & GY 9680 M on 22/09/2021 (PRE-REPAIR SURVEY REQUEST)

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.

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK 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 Fri, 1 Oct 2021 at 14:33, Alfred Toh <alfred.toh@sg.cntaiping.com> wrote:

WITHOUT PREJUDICE

Dear Sirs

We refer to your email of 30 September 2021 at 3.38 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)
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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

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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

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

Sent: Friday, October 1, 2021 11:15 AM

To: 'Assessment Dept' <assessment_ral@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

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

Subject: O/R: SNM21D205410/C02/GY9680M/TOHHS / FW: Accident involving SJG 8030 E & GY 9680 M on 22/09/2021 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Alfred,

Please conduct PRS for SJG 8030 E.

Note: officer in charge Alfred Toh

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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

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From: Assessment Dept <assessment_ral@bifrostauto.com>
Sent: Thursday, 30 September 2021 3:38 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>
Subject: Accident involving SJG 8030 E & GY 9680 M on 22/09/2021 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, TAN YUAN YIAO to notify you of the aforesaid accident involving our client's vehicle SJG8030E and your insured's vehicle GY9680M on 22/09/2021 AT 1422HRS ALONG 30 BENDEMEER ROAD CARPARK

GIA STILL PENDING FROM REPORTING CENTER

This serves as a **NOTICE** that we are claiming against GY9680M 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_ra1@bifrostauto.com

VEH IN (Date & Time) : 22/09/2021

PRS ARRANGEMENT (Date & Time) : 01/09/2021 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