

Celine Fong (LKKAUTO)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Monday, 3 April 2023 8:59 PM
To: Celine Fong (LKKAUTO); SUR; assignments
Cc: Claims Dept of CTI; Alfred Toh; Jenny Lew
Subject: RE: OUR REF: SNM21D205421/C02/SGY9751S/TOHHS & YOUR REF: GBJ9023Z TO CONDUCT PRS

Dear Celine

We thank you for your email of even date.

As there is no survey conducted till date, we agree to your suggestion to close the file.

Best Regards

Alfred Toh
Assistant Manager
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: 太平狮城 TaipingSG

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From: Celine Fong (LKKAUTO) <celinefong@lkkauto.com>
Sent: Monday, April 3, 2023 6:58 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D205421/C02/SGY9751S/TOHHS & YOUR REF: GBJ9023Z TO CONDUCT PRS

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 Jenny,

Please be informed that we are unable to conduct the inspection for GBJ 9023Z 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: Wednesday, October 13, 2021 11:33 AM

To: 'Jenny Lew' <jenny.lew@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Alfred Toh' <alfred.toh@sg.cntaiping.com>

Subject: RE: OUR REF: SNM21D205421/C02/SGY9751S/TOHHS & YOUR REF: GBJ9023Z TO CONDUCT PRS

Dear Jenny,

Thank you for the assignment.

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

Sent: Wednesday, 13 October, 2021 11:05 AM

To: ppemclaims@gmail.com; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; 'jessie.ong'

<jessie.ong@panpacificleasing.com.sg>; 'ezel' <ezel@panpacificleasing.com.sg>;

andrew.goh@panpacificleasing.com.sg

Subject: RE: OUR REF: SNM21D205421/C02/SGY9751S/TOHHS & YOUR REF: GBJ9023Z TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please proceed to survey the vehicle.

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. 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

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From: ppemclaims@gmail.com <ppemclaims@gmail.com>
Sent: Wednesday, 13 October 2021 10:30 am
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; 'jessie.ong' <jessie.ong@panpacificleasing.com.sg>; 'ezel' <ezel@panpacificleasing.com.sg>; andrew.goh@panpacificleasing.com.sg
Subject: RE: OUR REF: SNM21D205421/C02/SGY9751S/TOHHS & YOUR REF: GBJ9023Z TO CONDUCT PRS

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Dear Jenny

We refer to your email below.

Kindly arrange Steven Chen (LKK) to survey.

Meanwhile, please advise on the liability of the accident.

Thank You.

Best Regards,

Andrew Goh

Motor Claims Officer

Tel: +65 8183 2078

Email: andrew.goh@panpacificleasing.com.sg

EFFICIENT MOTOR & ENGINEERING WORKS PTE LTD (Workshop)

37 Loyang Way, Singapore 508734

**** As of 1 May 2020, For all Accident Claims related matters, Please email to ppemclaims@gmail.com**

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 4 October 2021 4:54 PM
To: ppemclaims@gmail.com

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D205421/C02/SGY9751S/TOHHS & YOUR REF: GBJ9023Z TO CONDUCT PRS

Without Prejudice

Our reference: SNM21D205421/C02/SGY9751S/tohhs
Your reference: GBJ9023Z

Dear Sirs / Madam,

ACCIDENT INVOLVING SGY9751S & GBJ9023Z on 22/09/2021

We refer to your email of 04/10/2021.

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 Alfred Toh 6389 6183 and email us at claimsdept@sg.cntaiping.com

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jenny Lew
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: Monday, 4 October 2021 3:57 pm
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; ppemclaims@gmail.com
Subject: OUR REF: SNM21D205421/C02/SGY9751S/TOHHS & YOUR REF: GBJ9023Z TO CONDUCT PRS

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Jenny,

Please conduct **PRS for GBJ9023X** soonest possible on behalf of Alfred Toh.

Please contact our claims department **Alfred Toh 6389 6183** the officer in charge.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo

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: ppemclaims@gmail.com <ppemclaims@gmail.com>
Sent: Monday, October 4, 2021 3:09 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: 'Jessie' <jessie.ong@panpacificleasing.com.sg>; ezel@panpacificleasing.com.sg; andrew.goh@panpacificleasing.com.sg
Subject: SURVEY INVITATION for accident on 22/09/2021 at Along North Bridge Road involving GBJ9023Z & SGY9751S

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Dear Claim Officer,

We refer to the above matter. (DOA 22/09/2021)

We are the appointed repair workshop of vehicle no. **GBJ9023Z**.

We understand that you are the insurer of vehicle no. **SGY9751S**.

The owner of the vehicle no. **GBJ9023Z** has authorised us to carry out the repairs to their vehicle which was damaged by your insured' s vehicle. The owner intends to make a claim against your insured and/or insured' s authorised driver for the accident which is caused wholly and /or contributed by your insured and/or your insured' s authorised driver' s negligence.

We hereby give you notice of the accident and an opportunity to inspect the damages to the vehicle prior to the commencement of the repair.

Contact Person: Jessie H/P: 8723 3003 / Ezel H/P: 8721 3003 / Andrew H/P: 8183 2078

Please advise us on the liability soonest.

Thank You.

Best Regards,

Andrew Goh

Motor Claims Officer

Tel: +65 8183 2078

Email: andrew.goh@[panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg)

EFFICIENT MOTOR & ENGINEERING WORKS PTE LTD (Workshop)

37 Loyang Way, Singapore 508734

** As of 1 May 2020, For all Accident Claims related matters, Please email to ppemclaims@gmail.com