

## Meng Yan (LKK Auto)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Wednesday, 13 October, 2021 2:50 PM  
**To:** Assessment Dept; 'SUR'; assignments  
**Cc:** Joseph Koh; Claims Dept; Claims Dept of CTI; Alfred Toh  
**Subject:** RE: SNM21D205833/C02/SGY5868R/TOHHS / RE: ACCIDENT INVOLVING SGY5868R& SGY 5868 R on 11/10/2021 ( PRE - REPAIR SURVEY REQUEST )

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](mailto: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](mailto: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](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:** Assessment Dept <assessment\_ral@bifrostauto.com>  
**Sent:** Wednesday, 13 October 2021 2:13 pm  
**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Cc:** Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims\_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Subject:** Re: SNM21D205833/C02/SGY5868R/TOHHS / RE: ACCIDENT INVOLVING SGY5868R& SGY 5868 R on 11/10/2021 ( PRE - REPAIR SURVEY REQUEST )

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK Auto 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 Wed, 13 Oct 2021 at 12:18, Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)> wrote:

**Without Prejudice**

**Our reference: SNM21D205833/C02/SGY5868R/tohhs (insured yet to report)**

**Your reference: SMY6969E**

Dear Sirs / Madam,

**ACCIDENT INVOLVING SGY5868R & SMY6969E on 11/10/2021**

We refer to your email of 12/10/2021.

**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](mailto:claimsdept@sg.cntaiping.com)

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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.**

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Wednesday, 13 October 2021 11:26 am  
**To:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@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: SNM21D205833/C02/SGY5868R/TOHHS / RE: ACCIDENT INVOLVING SGY5868R& SGY 5868 R on 11/10/2021 ( PRE – REPAIR SURVEY REQUEST )

Without Prejudice

Dear Jenny,

Please conduct PRS for SMY6969E. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Alfred Toh 63896183.

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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@bifrostable.com](mailto:assessment_ral@bifrostable.com)>  
**Sent:** Tuesday, 12 October 2021 4:23 pm  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Joseph Koh <[claims@bifrostable.com](mailto:claims@bifrostable.com)>; Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)>  
**Subject:** ACCIDENT INVOLVING SMY 6969 E & SGY 5868 R on 11/10/2021 ( PRE – REPAIR SURVEY REQUEST )

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, ANG ZI CHOON ( HONG ZIJUN ) to notify you of the aforesaid accident involving our client's vehicle SMY6969E and your insured's vehicle SGY5868R on 11/10/2021 at 1742HRS along TAMPINES ROAD

GIA STILL PENDING FROM REPORTING CENTER

This serves as a **NOTICE** that we are claiming against SGY5868R 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](mailto:assessment_ra1@bifrostauto.com)

VEH IN (Date & Time) : 12/10/2021

PRS ARRANGEMENT (Date & Time) : 13/10/2021 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