

## Meng Yan (LKK Auto)

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**From:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>  
**Sent:** Thursday, 14 October, 2021 9:53 AM  
**To:** Taxis Customer Service; Kelly Ding; sarah@dingautomotive.com; claims@dingautomotive.com; SUR; assignments  
**Cc:** Claims Dept of CTI  
**Subject:** RE: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

[Confidential]

Without Prejudice

Save as to cost

Dear Sir / Madam,

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

Aside to LKK,

Please arrange and 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.

Thanks and Best Regards

**Billy Tan**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Taxis Customer Service <taxiscs@stengg.com>

**Sent:** Thursday, 14 October 2021 9:40 AM

**To:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Kelly Ding <kelly.ding@dingauto.sg>; sarah@dingautomotive.com; claims@dingautomotive.com

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

**Subject:** RE: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

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Dear All,

Please appoint Steve Chen (LKK) to conduct pre-repair survey for the above mentioned vehicle.

Thanks.

Loong

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**From:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Sent:** Thursday, October 14, 2021 9:34 AM

**To:** Taxis Customer Service <[taxiscs@stengg.com](mailto:taxiscs@stengg.com)>; Kelly Ding <[kelly.ding@dingauto.sg](mailto:kelly.ding@dingauto.sg)>; [sarah@dingautomotive.com](mailto:sarah@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com)

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

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[Confidential]

Without Prejudice

Save as to cost

Dear Sirs / Madam,

**ACCIDENT INVOLVING SMQ7274L & SHA8117U on 13/10/2021**

We refer to your email of 13/10/2021.

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. 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 Billy Tan @ 6389 6175 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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Thanks and Best Regards

**Billy Tan**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Thursday, 14 October 2021 9:26 AM

**To:** [taxiscs@stengg.com](mailto:taxiscs@stengg.com); Kelly Ding <[kelly.ding@dingauto.sg](mailto:kelly.ding@dingauto.sg)>; [sarah@dingautomotive.com](mailto:sarah@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com); Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM21D205854/C02/SMQ7274L/TANKW / FW: 50113694 / OUR INSURED - CITYCAB TAXI SHA8117U / TP VEH NUMB : SMQ7274L / DOA 13.10.2021 - ARRANGE FOR SURVEY

Without Prejudice

Dear Billy,

Please conduct PRS for SHA8117U.

Note: officer in charge Billy Tan 63896175.

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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:** Taxis Customer Service <[taxiscs@stengg.com](mailto:taxiscs@stengg.com)>

**Sent:** Wednesday, 13 October 2021 2:11 pm

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** [kelly.ding@dingauto.sg](mailto:kelly.ding@dingauto.sg); [sarah@dingautomotive.com](mailto:sarah@dingautomotive.com); [claims@dingautomotive.com](mailto:claims@dingautomotive.com)

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ARRANGE FOR SURVEY

**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 All,

Kindly assist to arrange survey for vehicle **SHA8117U** on 31 Corporation Road.

Do avoid visiting during our lunch time, 12PM – 1PM.

Thanks!

With warmest regards,

Loong

**Ding Automotive Pte Ltd**

31 Corporation Rd, Singapore 649806

Tel : 9689 1857 / 6265 7130

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