

## Celine Fong (LKKAUTO)

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**From:** Celine Fong (LKKAUTO)  
**Sent:** Monday, 3 April 2023 6:40 PM  
**To:** 'Tan Chew Chik Jacqueline'; SUR; assignments  
**Cc:** 'Claims Dept of CTI'  
**Subject:** RE: OUR REF: SNM21D205950/C02/YQ3361C/TANCHC & YOUR REF: GBJ3426J, TO CONDUCT PRS

Dear Jacqueline,

Please be informed that we are unable to conduct the inspection for GBL 3426J 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](mailto:celinefong@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAUTO) <admin-d@lkkauto.com>  
**Sent:** Tuesday, October 19, 2021 12:30 PM  
**To:** 'Tan Chew Chik Jacqueline' <jacqueline.tan@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM21D205950/C02/YQ3361C/TANCHC & YOUR REF: GBJ3426J, TO CONDUCT PRS

Dear Jacqueline,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

**Yan | Admin**

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Sent:** Tuesday, 19 October, 2021 12:25 PM  
**To:** [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com); SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

Subject: RE: OUR REF: SNM21D205950/C02/YQ3361C/TANCHC & YOUR REF: GBJ3426J, TO CONDUCT PRS

**WITHOUT PREJUDICE**

Dear Ezel,

We will assign LKK to conduct the Pre-repair Inspection.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange Mr. Steve conduct the PRS.

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,

*Jacqueline Tan*

Senior Executive  
Claims Department  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6185 | 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: [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com) <[ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)>

Sent: Tuesday, 19 October 2021 12:05 PM

To: Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

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

Subject: RE: OUR REF: SNM21D205950/C02/YQ3361C/TANCHC & YOUR REF: GBJ3426J, 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 Jacqueline,

Please assign Steve Chen LKK to conduct the survey.

Thank you.

Best Regards,  
Ezel Tejano  
Accident Claim Officer  
+65 8721 3003 | [ezel@panpacificleasing.com.sg](mailto:ezel@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](mailto:ppemclaims@gmail.com)

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**From:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Sent:** Tuesday, 19 October 2021 11:16 am  
**To:** [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM21D205950/C02/YQ3361C/TANCHC & YOUR REF: GBJ3426J, TO CONDUCT PRS

**Without Prejudice**

**Our reference: SNM21D205950/C02/YQ3361C/TANCHC**  
**Your reference: GBJ3426J**

Dear Sirs,

**ACCIDENT INVOLVING YQ3361C & GBJ3426J ON 08/10/2021**

We refer to your email of 18/10/2021.

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.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | 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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Tuesday, 19 October 2021 10:44 AM

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)

**Subject:** OUR REF: SNM21D205950/C02/YQ3361C/TANCHC & YOUR REF: GBJ3426J, TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Jacqueline,

Please conduct **PRS GBJ3426J** soonest possible. ( Our Insured has not filed SAS Report )

Please contact our claims department **Jacqueline Tan 6389 6185** 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

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:** [ppemclaims@gmail.com](mailto:ppemclaims@gmail.com) <[ppemclaims@gmail.com](mailto:ppemclaims@gmail.com)>

**Sent:** Monday, 18 October 2021 5:27 pm

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

**Cc:** 'jessie.ong' <[jessie.ong@panpacificleasing.com.sg](mailto:jessie.ong@panpacificleasing.com.sg)>; [ezel@panpacificleasing.com.sg](mailto:ezel@panpacificleasing.com.sg); [andrew.goh@panpacificleasing.com.sg](mailto:andrew.goh@panpacificleasing.com.sg)

**Subject:** SURVEY INVITATION for accident on 08/10/2021 at Amoy St involving GBJ3426J & YQ3361C

**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 Claim Officer,

We refer to the above matter. (DOA 08/10/2021)

We are the appointed repair workshop of vehicle no. **GBJ3426J**.

We understand that you are the insurer of vehicle no. **YQ3361C**.

The owner of the vehicle no. **GBJ3426J** 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 your insured to make report.

Thank you.

Best Regards,

Ezel Tezano

Accident Claim Officer

+65 8721 3003 | [ezel@panpacificleasing.com.sg](mailto:ezel@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](mailto:ppemclaims@gmail.com)