

## Meng Yan (LKK Auto)

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**From:** Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Monday, 25 October, 2021 4:52 PM  
**To:** Cheong Pearlyn (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); sur@lkkauto.com; assignments  
**Cc:** Claims Dept of CTI; Wong Meiy (VGS - SG/Singapore)  
**Subject:** RE: [EXT] RE: OUR REF: SNM21D206066/C02/GBF4779E/TANCHC & YOUR REF: SLP7493M TO CONDUCT PRS & REVERT LIABILITY  
**Attachments:** 1214\_001.pdf

### WITHOUT PREJUDICE

Dear Pearlyn,

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

Kindly liaise with our appointed motor surveyor for the inspection.

Liability is clear (for property only) under Motor Claims Framework (MCF), pending insured's agreement on damages and quantum.

Dear LKK,

Please arrange Mr. Taufikh 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:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>

**Sent:** Monday, 25 October 2021 4:32 PM

**To:** Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

**Subject:** RE: [EXT] RE: OUR REF: SNM21D206066/C02/GBF4779E/TANCHC & YOUR REF: SLP7493M TO CONDUCT PRS & REVERT LIABILITY

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Dear Jacqueline,

Please arrange LKK Taufikh to survey , thanks.

Kindly revert on liability , thanks.

Pearlyn Cheong  
Insurance Advisor Supervisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7288  
Main Line: +65 6305 7299  
Main Fax: +65 6474 364  
[pearlyn.cheong@vw.com.sg](mailto:pearlyn.cheong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Sent:** Monday, 25 October 2021 4:20 PM  
**To:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Subject:** [EXT] RE: OUR REF: SNM21D206066/C02/GBF4779E/TANCHC & YOUR REF: SLP7493M TO CONDUCT PRS & REVERT LIABILITY

**Without Prejudice**

**Our reference: SNM21D206066/C02/GBF4779E/TANCHC**

**Your reference: SLP7493M**

Dear Sirs,

**ACCIDENT INVOLVING GBF4779E & SLP7493M ON 22/10/2021**

We refer to your email of 25/10/2021.

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

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

**Sent:** Monday, 25 October 2021 2:30 PM

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

**Subject:** OUR REF: SNM21D206066/C02/GBF4779E/TANCHC & YOUR REF: SLP7493M TO CONDUCT PRS & REVERT LIABILITY

**WITHOUT PREJUDICE**

via EMAIL ONLY

Dear Jacqueline,

Please revert **on liability & conduct PRS SLP7493M** soonest possible.

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

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**From:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Monday, October 25, 2021 11:13 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Subject:** REQUEST DIRECT SETTLEMENT FOR SLP7493M & GBF4779E ON 22/10/2021

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Dear Claims,

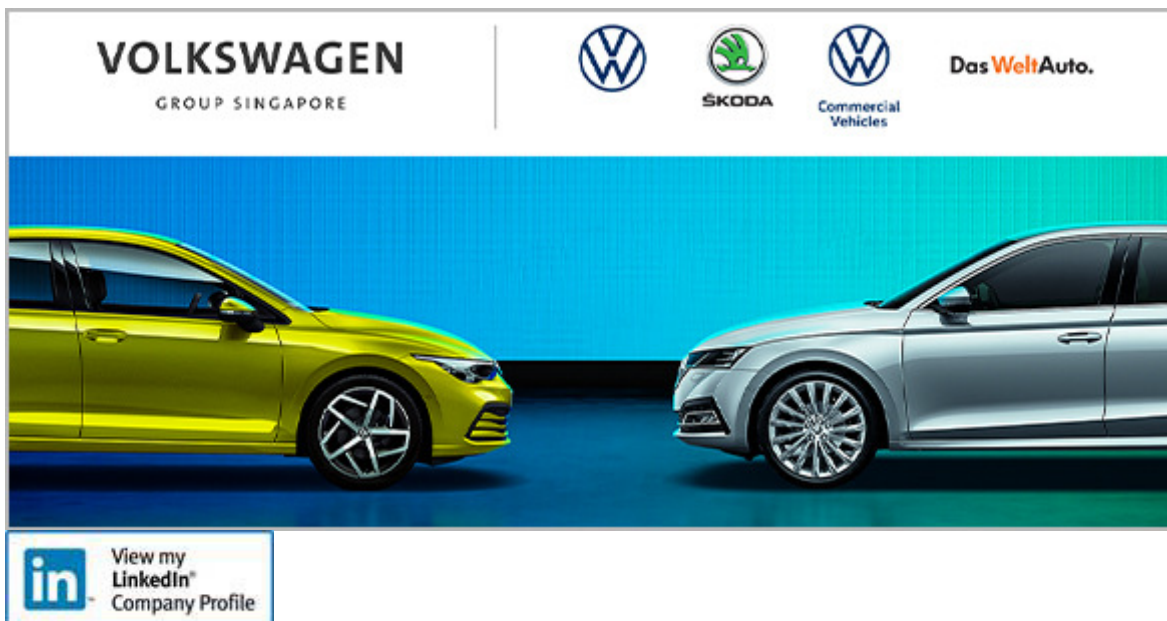
Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi  
Insurance Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7217  
Mobile: +65 9386 7833  
Main Line : +65 6305 7299  
Main Fax: +65 6474 364  
Email: [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<https://www.volkswagen.com.sg/>



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**From:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Monday, 25 October 2021 11:09 am  
**To:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** Scan Image

