

## Meng Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Wednesday, 3 November, 2021 2:06 PM  
**To:** wegaclaim@gmail.com; eesg@wegacare.com.sg; assignments; 'admin-a@lkkauto.com'  
**Subject:** FW: FW: O/R : SNM21D206261/SGV6234D/TAYHP - TP CLAIMS\_WEGA\_SLD1668D & SGV6234D (your insured)\_Along Jurong East Ave 1\_DOA: 31/10/2021

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with the WEGA Engineering to conduct survey.

Regards,

**Irene Tay**

Claims Department (Motor Division)

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

**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:** wega claim <wegaclaim@gmail.com>  
**Sent:** Wednesday, November 3, 2021 1:48 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** EE SIN GUAN <eesg@wegacare.com.sg>  
**Subject:** Re: FW: O/R : SNM21D206261/SGV6234D/TAYHP - TP CLAIMS\_WEGA\_SLD1668D & SGV6234D (your insured)\_Along Jurong East Ave 1\_DOA: 31/10/2021

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Dear Irene

LKK nobody come survey my vehicle until now?

is there any problem of it?

kindly arrange ASAP.

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Thanks & Regards,

Junior  
Claim Advisor  
Wega Engineering Pte Ltd  
Tel: 64521493

On Tue, Nov 2, 2021 at 6:09 PM wega claim <[wegaclaim@gmail.com](mailto:wegaclaim@gmail.com)> wrote:

Dear Irene

kindly arrange Mohd Taufikh (LKK) come survey tomorrow morning.

--

Thanks & Regards,  
Junior  
Claim Advisor  
Wega Engineering Pte Ltd  
Tel: 64521493

On Tue, Nov 2, 2021 at 5:29 PM Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)> wrote:

Without Prejudice

Dear Sir,

We refer to your email.

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 Irene Tay at 63896192 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**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,

**Irene Tay**

Claims Department (Motor Division)

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, November 2, 2021 4:52 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; '[wegaclaim@gmail.com](mailto:wegaclaim@gmail.com)'  
<[wegaclaim@gmail.com](mailto:wegaclaim@gmail.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R : SNM21D206261/SGV6234D/TAYHP - TP CLAIMS\_WEGA\_SLD1668D & SGV6234D (your insured)\_Along Jurong East Ave 1\_DOA: 31/10/2021

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear Irene,

Please refer to the appended email.

Kindly conduct PRS for SLD1668D.

Officer in charge Irene Tay 63896192

*\*Please quote our claim reference number when replying.\**

Thank you

**Lim Shu Min**  
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:** wega claim <[wegaclaim@gmail.com](mailto:wegaclaim@gmail.com)>  
**Sent:** Tuesday, 2 November 2021 3:37 pm  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** EE SIN GUAN <[eesg@wegacare.com.sg](mailto:eesg@wegacare.com.sg)>  
**Subject:** TP CLAIMS\_WEGA\_SLD1668D & SGV6234D (your insured)\_Along Jurong East Ave 1\_DOA: 31/10/2021

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Dear Sir/ Madam

please file attached GIA report and estimate report.

kindly send 10 name list for us to choose for arrange a survey of the case above.

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Thanks & Regards,  
Junior  
Claim Advisor  
Wega Engineering Pte Ltd  
Tel: 64521493