

## Meng Yan (LKK Auto)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Monday, 8 November, 2021 2:50 PM  
**To:** Shirley Loh; 'SUR'; 'assignments'  
**Cc:** hysauto1122@hotmail.com  
**Subject:** RE: Our Ref: SNM21D206333/SMH 3173 T ; Your Ref: TKS/H434-ACC-45469.21/sl  
**Attachments:** 45469 PRS.pdf

### WITHOUT PREJUDICE

Dear Sirs/ Madam,

As there is no agreement on SJE, we shall be appointing M/s LKK to survey SNB1212Y.

Do ensure your client's vehicle is available for survey.

Aside to M/s LKK, please assist to arrange for the survey.

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) 6224 7175

**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:** Shirley Loh <shirley.loh@ksteoptr.com>  
**Sent:** Monday, 8 November 2021 2:43 pm  
**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Cc:** hysauto1122@hotmail.com  
**Subject:** Re: Our Ref: SNM21D206333/SMH 3173 T ; Your Ref: TKS/H434-ACC-45469.21/sl

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Dear Sirs

We refer to your letter dated 8/11/21.

Please be informed that our client is not agreeable to the appointment of any of your motor surveyors in your list as a single joint expert. We attached herewith our client appointed list of surveyor for your attention.

We do not have any repair estimate as no surveyor has been engaged yet.

Thank you.

Regards  
Shirley  
Teo Keng Siang LLC  
6333 4222 ext 59

On Mon, Nov 8, 2021 at 1:52 PM Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)> wrote:

**Without Prejudice**

**Our reference: SNM21D206333/C02/SMH3173T/lewlc**  
**Your reference: SNB1212Y**

Dear Sirs / Madam,

**ACCIDENT INVOLVING SMH3173T & SNB1212Y on 05/11/2021**

We refer to your email of 08/11/2021.

**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 Jenny Lew 6389 6172 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:** Shirley Loh <[shirley.loh@ksteoptr.com](mailto:shirley.loh@ksteoptr.com)>

**Sent:** Monday, November 8, 2021 12:03 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Lim Shu Min <[shumin.lim@sg.cntaiping.com](mailto:shumin.lim@sg.cntaiping.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>

**Cc:** Heng Yap Seng Auto Services <[hysautoll22@hotmail.com](mailto:hysautoll22@hotmail.com)>

**Subject:** Your Ref: SMH 3173 T ; Our Ref: TKS/H434-ACC-45469.21/s1

**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 Sirs,

We refer to the above matter.

We attached herewith our letter dated 8/11/21.

Please let us have your surveyor list soon.

Thank you.

Regards,

Shirley

Teo Keng Siang LLC

TeL: 6333 4222 ext 59