

## Meng Yan (LKK Auto)

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**From:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>  
**Sent:** Friday, 12 November, 2021 1:39 PM  
**To:** Elaine Chia; 'SUR'; assignments@lkkauto.com  
**Cc:** Claims Dept of CTI; Shirley Lim; Adeline Chng  
**Subject:** RE: SNM21D206511/C02/YP2314B/CHNGPW / RE: Arrange for PRI for Our Ref: Our Ref: YQ 4377 B / Your Ref: YP 2314 B (Accident Date : 10/11/2021)

[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:** 太平狮城 Taiping SG

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**From:** Elaine Chia <elainesyms@gmail.com>

**Sent:** Friday, 12 November 2021 1:25 PM

**To:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Shirley Lim <shirley.sym5033@gmail.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>

**Subject:** Re: SNM21D206511/C02/YP2314B/CHNGPW / RE: Arrange for PRI for Our Ref: Our Ref: YQ 4377 B / Your Ref: YP 2314 B (Accident Date : 10/11/2021)

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7. Kenneth Kong (LKK)

Thank you.

**Elaine Chia**

*Blk 5033 Ang Mo Kio Ind Park 2*

*#01-265 (S) 569536*

*H/P: 9239 3188 Tel: 6481 0555 / 6481 5652*

*Fax: 6483 1654*

On Fri, Nov 12, 2021 at 1:10 PM Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)> wrote:

[Confidential]

Without Prejudice

Save as to cost

Dear Sirs / Madam,

**ACCIDENT INVOLVING YP2314B & YQ4377B on 10/11/2021**

We refer to your email of 12/11/2021.

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

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

**Sent:** Friday, 12 November 2021 1:04 PM

**To:** Shirley Lim <[shirley.sym5033@gmail.com](mailto:shirley.sym5033@gmail.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

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

**Subject:** O/R: SNM21D206511/C02/YP2314B/CHNGPW / RE: Arrange for PRI for Our Ref: Our Ref: YQ 4377 B / Your Ref: YP 2314 B (Accident Date : 10/11/2021)

Without Prejudice

Dear Billy,

Please conduct PRS for YQ4377B. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Adeline Chng 63896155.

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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:** Shirley Lim <[shirley.sym5033@gmail.com](mailto:shirley.sym5033@gmail.com)>

**Sent:** Friday, 12 November 2021 11:59 am

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Claims Dept of China Taiping Insurance (e-claims) <[e-claims@sg.cntaiping.com](mailto:e-claims@sg.cntaiping.com)>

**Cc:** [Elainesyms@gmail.com](mailto:Elainesyms@gmail.com)

**Subject:** Arrange for PRI for Our Ref: Our Ref: YQ 4377 B / Your Ref: YP 2314 B  
(Accident Date : 10/11/2021)

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Hi Sir / Mdm,

RE :Arrange for PRI for Our Ref: Our Ref: YQ 4377 B / Your Ref: YP 2314 B (Accident Date : 10/11/2021)

**Survey department:**

Kindly Arrange for PRI for Our Ref: YQ 4377 B / Your Ref: YP 2314 B (Accident Date : 10/11/2021) at our w/shop.

**Please arrange the survey time and date with MS ELAINE CHIA at Mobile no: 9239 3188.**

Will forward the GIA report for your perusal in due course.

**Motor claim department:**

Kindly let us know the claim reference number and officer in charge to ease the claim process.

**SERVE YOU MOTOR PTE LTD**

**BLOCK 5033 ANG MO KIO IND. PARK 2 #01-265**

**SINGAPORE 569536**

**TEL. NO: 64815652 FAX: 64831654**

**E-MAIL: [elainesyms@gmail.com](mailto:elainesyms@gmail.com)**

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Our Ref: YQ 4377 B

Your Ref: YP 2314 B

Date: 11/12/2021

M/s : CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES NO. YQ 4377 B AND YP 2314 B**

**ACCIDENT DATE: 10/11/2021 AT/ALONG JLN BUROH.**

**NOTICE TO INSURER TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKING DAYS**

We have been authorized by the registered owner of Vehicle No. **YQ 4377 B** which was involved in the above mentioned accident.

We understand that Vehicle No. **YP 2314 B** was insured by you.

Please arrange with your surveyor to conduct a pre-repair inspection on our customer's vehicle bearing registration **YQ 4377 B** at our workshop.

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If we do not hear from you within 2 working days from the date of this notice, we have the owner's instruction to appoint an independent surveyor to survey and repair his vehicle, and also to claim for any additional loss of use arising from the date of this notification being issued to you.

Please contact us if you require further information/assistance.

**Thank You.**

Regards,

**Shirley Lim**

Tel: 64810555 / 64815652