

## Meng Yan (LKK Auto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Monday, 15 November, 2021 4:26 PM  
**To:** kentsengcarservices@gmail.com; assignments  
**Cc:** Claims Dept of CTI; Alfred Toh  
**Subject:** RE: SNM21D206403/C02/YN5618R/TOHHS - ACCIDENT INVOLVING GBG9191L, YN5618R & GBB2205D ON 6 NOVEMBER 2021

**WITHOUT PREJUDICE**

**YOUR REF: GBB2205D**

**OUR REF: SNM21D206403/C02/YN5618R/TOHHS**

Dear Sirs

We refer to your email of even date pertaining to the above matter.

Liability is clear.

Please let us have your estimates for our consideration on Direct Settlement.

Aside to M/s LKK Auto Consultants Pte Ltd., please assist to arrange survey on GBB2205D. (email below refers)

### **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). Any inconvenience caused is much regretted.**

**Best Regards**

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** kentsengcarservices@gmail.com <kentsengcarservices@gmail.com>  
**Sent:** Monday, November 15, 2021 3:36 PM  
**To:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Subject:** Re: SNM21D206403/C02/YN5618R/TOHHS - ACCIDENT INVOLVING GBG9191L, YN5618R & GBB2205D ON 6 NOVEMBER 2021

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Without Prejudice

Dear Alfred

Good day,

1. Kindly advise on your insured's GIA reporting status for this case.
2. We confirm the survey on 19.11.2021, kindly assist to arrange LKK to conduct the survey on 19.11.2021.

Thank You  
Best Regards  
Sebastian  
Kent Seng Car Services

On 10/11/2021 9:34 am, [kentsengcarservices@gmail.com](mailto:kentsengcarservices@gmail.com) wrote:

Without Prejudice

Dear Alfred

Good day

Thank you for the email.

1. We would like to check on your insured's (YN5618R) GIA reporting status for this case.
2. We are agreeable for LKK to survey the vehicle, however we wish to state that for settlement offer stage we would like to liaise with you directly.

The vehicle will be in for survey on 19.11.2021 (tentatively). Currently you need not do any arrangement for the survey. We will send one more email to arrange for survey when the date is nearer.

Thank You  
Best Regards  
Sebastian  
Kent Seng Car Services

On 9/11/2021 4:12 pm, Alfred Toh wrote:

**WITHOUT PREJUDICE**

**YOUR REF: GBB2205D**

**OUR REF: SNM21D206403/C02/YN5618R/TOHHS**

Dear Sirs

We refer to your email of 9 November 2021 at 10.18 am.

**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 email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

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**Best Regards**

**Alfred Toh**  
**Senior Executive**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #15-00 Springleaf Tower Singapore 079909**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

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-----Original Message-----

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

Sent: Tuesday, November 9, 2021 1:05 PM

To: [kentsengcarservices@gmail.com](mailto:kentsengcarservices@gmail.com); Alfred Toh [<alfred.toh@sg.cntaiping.com>](mailto:alfred.toh@sg.cntaiping.com)

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

Subject: O/R: SNM21D206403/C02/YN5618R/TOHHS / FW: Inquiry for GIA reporting status : YN5618R (China Taiping insured) Accident Date&Time : 06.11.2021 1140hrs

Without Prejudice

Dear Alfred,

Please conduct PRS for GBB2205D.

Note: officer in charge Alfred Toh

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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

W:

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-----Original Message-----

From: kentsengcarservices@gmail.com <kentsengcarservices@gmail.com>

Sent: Tuesday, 9 November 2021 10:18 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: Inquiry for GIA reporting status : YN5618R (China Taiping insured) Accident Date&Time : 06.11.2021 1140hrs

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Without Prejudice

Dear Officer

Good day,

Kindly assist on the following matters:

1. The GIA reporting status of your insured.
2. The OIC email & reference number (China Taiping ref) for this case.
3. Your panel surveyor list for selection.

Thank You

Best Regards

Sebastian

Kent Seng Car Services