

Meng Yan (LKK Auto)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Friday, 19 November, 2021 10:37 AM
To: wei.shong@tlmotor.com.sg; sharon.ten@tlmotor.com.sg;
frontdesk@tlmotor.com.sg; SUR; assignments
Cc: Claims Dept of CTI
Subject: RE: SNM21D206665/C02/XE6346C/TANCHC / FW: Arrange survey - Accident
Involving SMD7994K (TLM) and XE6346C (China Taiping) on 18.11.2021
Attachments: SMD7994K 18.11.2021.pdf

WITHOUT PREJUDICE

Dear William,

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

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange Mr. Marcus conduct the PRS.

Thank you.

** Note: Please cc to 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 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: wei.shong@tlmotor.com.sg <wei.shong@tlmotor.com.sg>
Sent: Friday, 19 November 2021 10:33 AM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; sharon.ten@tlmotor.com.sg; frontdesk@tlmotor.com.sg
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206665/C02/XE6346C/TANCHC / FW: Arrange survey - Accident Involving SMD7994K (TLM) and XE6346C (China Taiping) on 18.11.2021

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.

Without Prejudice

Dear Sir/Madam.

We select LKK Marcus Chua to survey our client vehicle.

Thank you.

Regards,



Lam Wei Shong
William
wei.shong@tlmotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
1 Defu Lane 6
Singapore 539365
<http://www.tlmotor.com.sg>

Confidentiality Notice: This email (including any attachments) is intended for the recipient(s) named above and may contain information that is confidential to Tan Lim Motor Pte Ltd. Any use of the information (including, but not limited to, total or partial reproduction, distribution or dissemination in any form) by persons other than the intended recipient(s) is prohibited. If you are not an intended recipient of this email, please notify the sender immediately and delete it. While Tan Lim Motor has put in place anti-virus programs, we do not accept responsibility for any damage caused by viruses passed on unwittingly.

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Friday, November 19, 2021 10:25 AM
To: sharon.ten@tlmotor.com.sg; frontdesk@tlmotor.com.sg; wei.shong@tlmotor.com.sg
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206665/C02/XE6346C/TANCHC / FW: Arrange survey - Accident Involving SMD7994K (TLM) and XE6346C (China Taiping) on 18.11.2021

Without Prejudice

Our reference: SNM21D206665/C02/XE6346C/TANCHC
Your reference: SMD7994K

Dear Sirs,

ACCIDENT INVOLVING XE6346C & SMD7994K ON 18/11/2021

We refer to your email of 18/11/2021.

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.

Thank you.

** Note: Please cc to 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 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Friday, 19 November 2021 10:19 AM

To: sharon.ten@tlmotor.com.sg; frontdesk@tlmotor.com.sg; wei.shong@tlmotor.com.sg; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

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

Subject: O/R: SNM21D206665/C02/XE6346C/TANCHC / FW: Arrange survey - Accident Involving SMD7994K (TLM) and XE6346C (China Taiping) on 18.11.2021

Without Prejudice

Dear Jacqueline,

Please conduct PRS for SMD7994K. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Jacqueline Tan 63896185.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

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: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Sharon Ten <sharon.ten@tlmotor.com.sg>
Sent: Thursday, 18 November 2021 5:02 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: frontdesk@tlmotor.com.sg; Wei Shong <wei.shong@tlmotor.com.sg>
Subject: Arrange survey - Accident Involving SMD7994K (TLM) and XE6346C (China Taiping) on 18.11.2021

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.

Your Ref: XE6346C

Our Ref: SMD7994K

Without Prejudice

Dear All,

We refer to the above matter.

We enclose the following documents for your attention:-

- a. Copy of our client's SAS report and damaged photos;
- b. Copy of the estimated cost of repair.

Please arrange for survey as soon as possible.

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and please let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

Thank you.

Regards,



Sharon Ten
sharon.ten@tlmotor.com.sg

O. +65 6858 5151
F. +65 6858 0877

Tan Lim Motor Pte Ltd
1 Defu Lane 6
Singapore 539365
<http://www.tlmotor.com.sg>

Confidentiality Notice: This email (including any attachments) is intended for the recipient(s) named above and may contain information that is confidential to Tan Lim Motor Pte Ltd. Any use of the information (including, but not limited to, total or partial reproduction, distribution or dissemination in any form) by persons other than the intended recipient(s) is prohibited. If you are not an intended recipient of this email, please notify the sender immediately and delete it. While Tan Lim Motor has put in place anti-virus programs, we do not accept responsibility for any damage caused by viruses passed on unwittingly.



This email has been checked for viruses by Avast antivirus software.
www.avast.com