

Veron Chen (LKKAUTO)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Tuesday, 7 December 2021 10:39 AM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); assignments; SUR
Cc: Claims Dept of CTI
Subject: RE: SNM21D206873/C02/XD2241C/TANCHC / FW: Prpair Inspection for SMD 4240Y. Your Insured Vehicle no. : XD 2241C.

Hi Veron,

D.O.A amended and please be informed that the ref change to SNM21D207082/C02/XD2241C/TANCHC.

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) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Tuesday, 7 December 2021 9:28 AM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D206873/C02/XD2241C/TANCHC / FW: Prpair Inspection for SMD 4240Y. Your Insured Vehicle no. : XD 2241C.

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Dear Jacqueline,

Kindly amend DOA to **26/11/21** instead of 26/10/21 in merimen.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto)

Sent: Tuesday, 30 November 2021 1:28 PM

To: 'Tan Chew Chik Jacqueline' <jacqueline.tan@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: SNM21D206873/C02/XD2241C/TANCHC / FW: Prpair Inspection for SMD 4240Y. Your Insured Vehicle no. : XD 2241C.

Dear Jacqueline,

Thank you for the assignment.

Repairer arrange on 01.12.2021.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Sent: Tuesday, 30 November, 2021 12:08 PM

To: Precise Auto Service <Support@preciseauto.sg>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

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

Subject: RE: SNM21D206873/C02/XD2241C/TANCHC / FW: Prpair Inspection for SMD 4240Y. Your Insured Vehicle no. : XD 2241C.

Without Prejudice

Dear Sirs

We regret that you are not agreeable to our proposed list of surveyors.

Please be informed that we will assign LKK Auto Consultants Pte Ltd to conduct the Pre-repair Inspection at M/s Precise Auto Service, No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange to conduct PRS on without prejudice basis.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

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From: Precise Auto Service <Support@preciseauto.sg>

Sent: Tuesday, 30 November 2021 11:53 AM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

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

Subject: Re: SNM21D206873/C02/XD2241C/TANCHC / FW: Prpair Inspection for SMD 4240Y. Your Insured Vehicle no. : XD 2241C.

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Dear Jacqueline,

We refer to your email dated 29/11/2021.

We regret to inform you that we are unable to agree to your list of surveyors.

Our proposed list of surveyors for Single Joint Expert is as follows:-

- 1. Andrew OwYong,**
- 2. Vincent Ng,**
- 3. Anthony Lim,**
- 4. Leslie Lim,**
- 5. Tan Chin Suan,**
- 6. Patrick Ng Kong Beng,**
- 7. Matthew Yong Chin Ng,**
- 8. Ong Hock Leng,**
- 9. Jayson Liaw Leong San,**

Thank You.

Best Regards

Arine

On Mon, 29 Nov 2021 at 17:26, Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: SNM21D206873/C02/XD2241C/TANCHC

Your reference: SMD 4240Y

Dear Sirs,

ACCIDENT INVOLVING XD2241C & SMD4240Y ON 26/10/2021

We refer to your email of 29/11/2021.

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.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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

Sent: Monday, 29 November 2021 5:21 PM

To: Support@preciseauto.sg; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

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

Subject: O/R: SNM21D206873/C02/XD2241C/TANCHC / FW: Prpair Inspection for SMD 4240Y. Your Insured Vehicle no. : XD 2241C.

Without Prejudice

Dear Jacqueline,

Please conduct PRS for SMD4240Y. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: Jacqueline Tan officer in charge 63896185.

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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: Precise Auto Service <Support@preciseauto.sg>

Sent: Monday, 29 November 2021 10:42 am

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

Subject: Pre-repair Inspection for SMD 4240Y. Your Insured Vehicle no. : XD 2241C.

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Dear Sirs,

We refer to the above matter, herewith enclosed the 2 days notice for your attention.

Please arrange a date and time to do a pre-repair inspection for our client vehicle (SMD 4240Y) in our workshop ASAP.

Thank You.

Best Regards

Arine

T : 6745 7367 | **F :** 6841 3390

E : support@preciseauto.sg

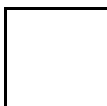
W: www.preciseauto.sg

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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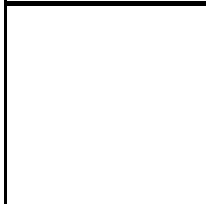
T : 6745 7367 | **F** : 6841 3390

E : support@preciseauto.sg

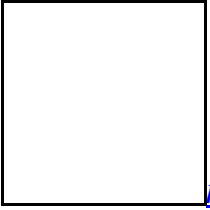
W: www.preciseauto.sg

A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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