

## Meng Yan (LKK Auto)

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**From:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>  
**Sent:** Thursday, 9 December, 2021 2:14 PM  
**To:** thomas@boxfresh.com.sg; Irene Tay; Tan Kah Leong; 'SUR'; assignments@lkkauto.com  
**Cc:** Claims Dept of CTI  
**Subject:** RE: OUR REF: SNM21D207138/C02/SMZ7235C/TAYHP & YOUR REF: SBS3981A TO CONDUCT PRS

[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:** thomas@boxfresh.com.sg <thomas@boxfresh.com.sg>  
**Sent:** Thursday, 9 December 2021 2:12 PM  
**To:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM21D207138/C02/SMZ7235C/TAYHP & YOUR REF: SBS3981A TO CONDUCT PRS

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Dear Billy

We accept Mohd Taufikh from LKK as the SJE for the above accident.

Please be informed that the bus will be available tomorrow at any time at our workshop 154 Gul Circle.

Thanks and regards

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**From:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>  
**Sent:** Thursday, December 9, 2021 10:45 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>; [thomas@boxfresh.com.sg](mailto:thomas@boxfresh.com.sg)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM21D207138/C02/SMZ7235C/TAYHP & YOUR REF: SBS3981A TO CONDUCT PRS

[Confidential]

Without Prejudice

Save as to cost

Dear Sirs / Madam,

**ACCIDENT INVOLVING SMZ7235C & SBS3981A on 27/11/2021**

We refer to your email of 09/12/2021.

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

DID: (65) 63896175 | F: (65) 62247175

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

**Sent:** Thursday, 9 December 2021 10:36 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>; Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>; [thomas@boxfresh.com.sg](mailto:thomas@boxfresh.com.sg)

**Subject:** OUR REF: SNM21D207138/C02/SMZ7235C/TAYHP & YOUR REF: SBS3981A TO CONDUCT PRS

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Billy,

Please conduct **PRS SBS3981A** soonest possible on behalf of Irene Tay.( Our Insured has not filed SAS Report)

Please contact our claims department **Irene Tay 6389 6192** the officer in charge.

**\*Kindly quote our claim reference number when replying.\***

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Thank you

Angie Foo

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](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:** [thomas@boxfresh.com.sg](mailto:thomas@boxfresh.com.sg) <[thomas@boxfresh.com.sg](mailto:thomas@boxfresh.com.sg)>

**Sent:** Thursday, December 9, 2021 9:53 AM

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

**Cc:** [kmeu@boxfresh.com.sg](mailto:kmeu@boxfresh.com.sg)

**Subject:** Notification of Accident between bus SBS3981A and SMZ7235C on 27/11/2021 15:16 (SGT) at Near 8 Paya Lebar Rd, Singapore

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To whom it may concern

Attached is the NOA of the above accident.

Thanks in advance to process the claim.

The bus will be available at our workshop tomorrow at 154 Gul Circle.

Thank and Regards

Thomas Hoo  
Business Development Manager  
Box Fresh Pte Ltd  
HP: 97898644  
Mail : [thomas@boxfresh.com.sg](mailto:thomas@boxfresh.com.sg)