

## Meng Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Tuesday, 14 December, 2021 10:24 AM  
**To:** Peggy; Admin A; assignments@lkkauto.com  
**Subject:** RE: ACCD INLVG SMH2133R AND GBL1028C ON 09/12/2021 - SNM21D207180/C02/GBL1028C/TAYHHP

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with NPH AUTO to conduct survey.

Regards,

**Irene Tay**  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F: (65) 62247478/62247175

**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:** Peggy <nphauto@pacific.net.sg>  
**Sent:** Tuesday, December 14, 2021 9:50 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Subject:** RE: ACCD INLVG SMH2133R AND GBL1028C ON 09/12/2021 - SNM21D207180/C02/GBL1028C/TAYHHP

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Dear Sir/madam

We propose for Marcus Chua (LKK) to survey the car.

REGARDS

PEGGY FOO  
NPH AUTO SERVICE  
TEL: 67840663  
EMAIL: [peggy@nphauto.com](mailto:peggy@nphauto.com)

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**From:** Irene Tay [<mailto:irene.tay@sg.cntaiping.com>]  
**Sent:** Tuesday, 14 December 2021 9:47 AM

To: [nphauto@pacific.net.sg](mailto:nphauto@pacific.net.sg)

Subject: RE: ACCD INLVG SMH2133R AND GBL1028C ON 09/12/2021 - SNM21D207180/C02/GBL1028C/TAYHHP

Dear Sir/Mdm,

We refer to your email.

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 Irene Tay at 63896192 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**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.

Regards,

**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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From: Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

Sent: Tuesday, December 14, 2021 9:13 AM

To: Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

Subject: ACCD INLVG SMH2133R AND GBL1028C ON 09/12/2021 - SNM21D207180/C02/GBL1028C/TAYHHP

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**From:** Peggy <[nphauto@pacific.net.sg](mailto:nphauto@pacific.net.sg)>

**Sent:** Tuesday, December 14, 2021 9:02 AM

**To:** [claimdept@sg.chtaiping.com](mailto:claimdept@sg.chtaiping.com)

**Cc:** Alfred Toh <[alfred.toh@sg.chtaiping.com](mailto:alfred.toh@sg.chtaiping.com)>

**Subject:** ACCD INLVG SMH2133R AND GBL1028C ON 09/12/2021 - SNM21D207180/C02/GBL1028C/TAYHHP

**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.

Dear Sirs

We have email you on 13/12/2021.

We still have not receive your arrange for the surveyor to survey the car.

REGARDS

PEGGY FOO

NPH AUTO SERVICE

TEL: 67840663

EMAIL: [peggy@nphauto.com](mailto:peggy@nphauto.com)

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**From:** Peggy [<mailto:nphauto@pacific.net.sg>]

**Sent:** Monday, 13 December 2021 4:46 PM

**To:** 'claimdept@sg.chtaiping.com' <[claimdept@sg.chtaiping.com](mailto:claimdept@sg.chtaiping.com)>

**Subject:** FW: ACCD INLVG SMH2133R AND GBL1028C ON 09/12/2021

Dear Sirs

We refer to the above matter and was negligence by your insured driver's GBL1028C.

We attach documents and please arrange your surveyor to survey the car.

REGARDS

PEGGY FOO

NPH AUTO SERVICE

TEL: 67840663

EMAIL: [peggy@nphauto.com](mailto:peggy@nphauto.com)