

## Meng Yan (LKK Auto)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Tuesday, 14 December, 2021 3:50 PM  
**To:** Ong Germaine (VGS - SG/Singapore); 'SUR'; assignments  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Claims Dept of CTI; Anthonidas Christopher Dass (VGS - SG/Singapore)  
**Subject:** RE: SNM21D207239/C02/SJK2614P/LEWLC / RE: [EXT] RE: REQUEST FOR DIRECTS SETTLEMENT VEHICLE INVOLVING SLC105Z & SJK2614P ON 10/12/2021 ALONG ECP SINGAPORE  
**Attachments:** REQUEST FOR DIRECTS SETTLEMENT VEHICLE INVOLVING SLC105Z & SJK656B ON 10... (1.91 MB)

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.  
Please note that the liability is not clear.

Aside to LKK,

Please proceed to survey the vehicle.  
Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**NOTICE :**

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Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

**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:** Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>  
**Sent:** Tuesday, 14 December 2021 2:25 pm  
**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>  
**Subject:** RE: SNM21D207239/C02/SJK2614P/LEWLC / RE: [EXT] RE: REQUEST FOR DIRECTS SETTLEMENT VEHICLE INVOLVING SLC105Z & SJK2614P ON 10/12/2021 ALONG ECP SINGAPORE

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Dear Jenny

Pls arrange Steve Chen (LKK)

Best Regards,

Germaine Ong  
Body & Paint Supervisor  
Volkswagen Group Singapore Pte Ltd  
17 Tuas ave 9  
Singapore 639197

Hp: +6592361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Sent:** Tuesday, 14 December 2021 11:41 AM  
**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
**Subject:** RE: SNM21D207239/C02/SJK2614P/LEWLC / RE: [EXT] RE: REQUEST FOR DIRECTS SETTLEMENT VEHICLE INVOLVING SLC105Z & SJK2614P ON 10/12/2021 ALONG ECP SINGAPORE

**Without Prejudice**

**Our reference:** **SNM21D207239/C02/SJK2614P/lewlc**  
**Your reference:** **SLC105Z**

Dear Sirs / Madam,

**ACCIDENT INVOLVING SJK2614P & SLC105Z on 10/12/2021**

We refer to your email of 13/12/2021.

**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 contact Jenny Lew 6389 6172 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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Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 14 December 2021 11:26 am  
**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D207239/C02/SJK2614P/LEWLC / RE: [EXT] RE: REQUEST FOR DIRECTS SETTLEMENT VEHICLE INVOLVING SLC105Z & SJK2614P ON 10/12/2021 ALONG ECP SINGAPORE

Without Prejudice

Dear Jenny,

Please conduct PRS for SLC105Z.

Note: officer in charge Jenny Lew 63896172.

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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: [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:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>

**Sent:** Tuesday, 14 December 2021 10:38 am

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

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>

**Subject:** RE: [EXT] RE: REQUEST FOR DIRECTS SETTLEMENT VEHICLE INVOLVING SLC105Z & SJK2614P ON 10/12/2021 ALONG ECP SINGAPORE

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Dear Claims

Apologize, I have given the wrong vehicle no in the header

SJK2614P

My colleague had send you the TP enquiry

Best Regards,

Germaine Ong  
Body & Paint Supervisor  
Volkswagen Group Singapore Pte Ltd  
17 Tuas ave 9

Singapore 639197

Hp: +6592361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 14 December 2021 10:21 AM  
**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
**Subject:** [EXT] RE: REQUEST FOR DIRECTS SETTLEMENT VEHICLE INVOLVING SLC105Z & SJK656B ON 10/12/2021 ALONG ECP SINGAPORE

Without Prejudice

Dear Sir,

No cover under SJK656B.

Pls provide proof to process pri.

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Thank you

Chong Boon Sen  
Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909  
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**From:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>

**Sent:** Monday, 13 December 2021 6:32 pm

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

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>

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Dear Claim

Pls see attached GIA report and estimate

Please arrange survey at 17 Tuas ave 9

Pls also let us know if we can proceed on direct settlement

Best Regards,

Germaine Ong  
Body & Paint Supervisor  
Volkswagen Group Singapore Pte Ltd  
17 Tuas ave 9  
Singapore 639197

Hp: +6592361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



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