

Meng Yan (LKK Auto)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Wednesday, 15 December, 2021 1:02 PM
To: Carine Yeo TCBC; Meikwan@lkkauto.com; assignments; SUR
Cc: Claims Dept of CTI
Subject: RE: SNM21D207298/C02/XE4522Z/TANCH / FW: ACCIDENT INVOLVING VEHICLES SLK 7401 E & XE 4522 Z ON 14.12.2021
Attachments: IMG-20211215-WA0010.jpg; SLK7401E_WHOE SET.pdf; SLK7401E_ESTIMATE.pdf

WITHOUT PREJUDICE

Dear Carine,

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. Steve 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

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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Wednesday, 15 December 2021 1:00 PM
To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; Meikwan@lkkauto.com; assignments

<assignments@lkkauto.com>

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

Subject: RE: SNM21D207298/C02/XE4522Z/TANCH / FW: ACCIDENT INVOLVING VEHICLES SLK 7401 E & XE 4522 Z ON 14.12.2021

Importance: High

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 Jacqueline

Thank You for your email.

We are ok with Steve from LKK.

By the way, driver for XE 4522 Z has just reported this accident, attach the report for your reference.

Thank You
Carine Yeo

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

Sent: Wednesday, 15 December 2021 12:31 pm

To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>; Meikwan@lkkauto.com; assignments <assignments@lkkauto.com>

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

Subject: RE: SNM21D207298/C02/XE4522Z/TANCH / FW: ACCIDENT INVOLVING VEHICLES SLK 7401 E & XE 4522 Z ON 14.12.2021

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Without Prejudice

Our reference: SNM21D207298/C02/XE4522Z/TANCH

Your reference: SLK 7401 E

Dear Sirs,

ACCIDENT INVOLVING XE 4522 Z & SLK 7401 E ON 14.12.2021

We refer to your email of 15/12/2021.

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.

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: Wednesday, 15 December 2021 12:29 PM

To: carine.yeo@borneomotors.com.sg; Meikwan@lkkauto.com; assignments <assignments@lkkauto.com>; Tan

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

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

Subject: O/R: SNM21D207298/C02/XE4522Z/TANCH / FW: ACCIDENT INVOLVING VEHICLES SLK 7401 E & XE 4522 Z ON 14.12.2021

Without Prejudice

Dear Jacqueline,

Please conduct PRS for SLK7401E. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Jacqueline Tan 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
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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Wednesday, 15 December 2021 10:34 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: ACCIDENT INVOLVING VEHICLES SLK 7401 E & XE 4522 Z ON 14.12.2021

Importance: High

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Good morning Sir or Madam,

With reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured XE 4522 Z, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with either LOU @\$100 per day or Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

We would appreciate if you could let us have the surveyor list to choose from.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo
Motor Claims Assessor

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EMAIL: carine.yeo@borneomotors.com.sg
Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

