

Meng Yan (LKK Auto)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Wednesday, 15 December, 2021 5:17 PM
To: Assessment Dept; Chee So Chow; sur@lkkauto.com; assignments@lkkauto.com; Nivitha (LKK Auto)
Cc: Claims Dept of CTI; Claims Dept; Joseph Koh
Subject: RE: SNM21D207167/C01 - ACCIDENT INVOLVING SLD 9395 M & GBE 5789 A on 09/12/2021 (PRE - REPAIR SURVEY REQUEST)

Without Prejudice

Hi Dennis

Thanks for your reply.

Hi LKK

Please conduct PRS.

Thanks.

** 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

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Assessment Dept <assessment_ral@bifrostauto.com>
Sent: Wednesday, December 15, 2021 4:29 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Claims Dept <claims_rar@bifrostauto.com>; Joseph Koh

<claims@bifrostauto.com>

Subject: Re: SNM21D207167C01 - ACCIDENT INVOLVING SLD 9395 M & GBE 5789 A on 09/12/2021 (PRE - REPAIR SURVEY REQUEST)

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.

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assist to assign LKK to conduct the survey ASAP .

Thank you.

Regards,

Dennis Ting
Motor Claims Department
Tel: 9385 5409

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

On Fri, 10 Dec 2021 at 10:56, Assessment Dept <assessment_ral@bifrostauto.com> wrote:

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey.

Thank you.

Regards,

Dennis Ting
Motor Claims Department
Tel: 9385 5409

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

On Fri, 10 Dec 2021 at 11:16, Chee So Chow <sochow.chee@sg.cntaiping.com> wrote:

[Confidential]

Hi Team

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. MARCUS CHUA	6. BEN CHUA
2. GARY SOON	7. MOHD TAUFIKH
3. KENNETH KONG	8. NG YOU HAN
4. CHOW BO XIONG	9. STEVE CHEN
5. ADRIAN LING	10. HENRY NG

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.

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Thanks and Best Regards

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Main: (65) 6389 6116 | F: (65) 6222 5879

Email : claimsdept@sg.cntaiping.com

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

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From: Assessment Dept <assessment_ral@bifrostable.com>

Sent: Thursday, December 9, 2021 5:50 PM

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

Cc: Claims Dept <claims_rar@bifrostable.com>; Joseph Koh <claims@bifrostable.com>

Subject: ACCIDENT INVOLVING SLD 9395 M & GBE 5789 A on 09/12/2021 (PRE – REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, LIM CHOON HWEE to notify you of the aforesaid accident involving our client's vehicle SLD9395M and your insured's vehicle GBE5789A on 09/12/2021 at 1438HRS along 732 JURONG WEST ST 73

This serves as a **NOTICE** that we are claiming against GBE5789A for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: DENNIS TING (93855409)

Contact Email: assessment_ral@bifrostauto.com

VEH IN (Date & Time) : 09/12/2021

PRS ARRANGEMENT (Date & Time) : 10/12/2021 after 1400hrs

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

DENNIS TING

Motor Claims Department

Tel: 9385 5409