

## Meng Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Thursday, 23 December, 2021 1:45 PM  
**To:** sales@vtecauto.com.sg; AsherSng@lkkauto.com; assignments@lkkauto.com; Admin A  
**Subject:** RE: FW: SNM21D207409/C02/SJM7328Y/TAYHP / FW: Accident involving SMX1420J & your insured SJM7328Y

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with VTEC for survey.

Aside to VTEC;

Please let us have a copy of your client SAS report.

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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-----Original Message-----

From: sales@vtecauto.com.sg <sales@vtecauto.com.sg>  
Sent: Thursday, December 23, 2021 1:33 PM  
To: Irene Tay <irene.tay@sg.cntaiping.com>  
Subject: Re: FW: SNM21D207409/C02/SJM7328Y/TAYHP / FW: Accident involving SMX1420J & your insured SJM7328Y

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Dear Irene,

May I know any updates for this? As I did not receive your email reply, was wondering if you did not receive my email for the confirmation of the surveyor.

---

Thanks & Regards,

Jolin  
V-Tec Asia Automotive Pte Ltd  
8 Kaki Bukit Avenue 4 #07-08/09  
Premier@KB Singapore 415875  
Tel : 6635 2706  
HP : 8777 1911  
Fax : 6341 6232  
Email: sales@vtecauto.com.sg  
Website:  
<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C3000&data=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&reserved=0>

On 2021-12-22 13:03, sales@vtecauto.com.sg wrote:

> Dear Irene,  
>  
> Thank you for your arrangement.  
>  
> We would like to go with Marcus Chua (LKK). Kindly help arrange.  
>  
> Thank you!

>  
> ---  
> Thanks & Regards,

>  
> Jolin  
> V-Tec Asia Automotive Pte Ltd  
> 8 Kaki Bukit Avenue 4 #07-08/09  
> Premier@KB Singapore 415875  
> Tel : 6635 2706  
> HP : 8777 1911  
> Fax : 6341 6232  
> Email: sales@vtecauto.com.sg  
> Website:  
> <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C3000&data=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&reserved=0>  
>

> On 2021-12-22 11:36, Irene Tay wrote:

>> 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. 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  
>>

>> W:  
<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sg.cntaiping.com%2F&data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWw%3D%7C3000&reserved=0> | FB:  
<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.facebook.com%2Fchinataipingsg%2F&data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWw%3D%7C3000&reserved=0>

DAiLCJQIjoiV2luMzliLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&data=WZ8vVqjKMea60ElHzscWROc8Sv5zJonly%2F4B9oQ9WSo%3D&reserved=0

>> | WeChat: 太平狮城 Taiping SG

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>>

>> -----Original Message-----

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

>> Sent: Wednesday, December 22, 2021 9:53 AM

>> To: sales@vtecauto.com.sg; Irene Tay <irene.tay@sg.cntaiping.com>

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

>> Subject: O/R: SNM21D207409/C02/SJM7328Y/TAYHP / FW: Accident

>> involving SMX1420J & your insured SJM7328Y

>>

>> Without Prejudice

>>

>>

>> Dear Irene,

>>

>> Please conduct PRS for SMX1420J.

>>

>> Note: officer in charge Irene Tay 63896192.

>>

>> 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. Any

>> inconvenience caused is much regretted.

>>

>> 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:

>>

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>> | FB:

>>

<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.facebook.com%2Fchinataipingsg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=WZ8vVqjKMea60ElHzscWROc8Sv5zJonly%2F4B9oQ9WSo%3D&mp;reserved=0>

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>>

>>

>> -----Original Message-----

>> From: sales@vtecauto.com.sg <sales@vtecauto.com.sg>

>> Sent: Tuesday, 21 December 2021 12:34 pm

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

>> Subject: Re: Accident involving SMX1420J & your insured SJM7328Y

>>

>> 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,

>>

>> Please find the attached file for the amended GIA report.

>>

>> Password: SMX1420J3623B

>>

>> ---

>> Thanks & Regards,

>>

>> Jolin

>> V-Tec Asia Automotive Pte Ltd

>> 8 Kaki Bukit Avenue 4 #07-08/09

>> Premier@KB Singapore 415875

>> Tel : 6635 2706

>> HP : 8777 1911

>> Fax : 6341 6232

>> Email: sales@vtecauto.com.sg

>> Website:

>> <https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0>

>> [vtecauto.com.sg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0](https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0)

>> [e965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0](https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0)

>> [C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0](https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0)

>> [DAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0](https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0)

>> [0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0](https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.vtecauto.com.sg%2F&mp;data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c94e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C637758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C3000&mp;sdata=Xb0gXD8QCTHTYoN0PucxODn3ec2h4sfjr9G9nWs2ygY%3D&mp;reserved=0)

>>

>> On 2021-12-20 15:00, sales@vtecauto.com.sg wrote:

>>> Dear Sir/Mdm,  
>>>  
>>> Our client vehicle SMX1420J has met in a car accident with your  
>>> insured vehicle SJM7328Y.  
>>>  
>>> We wish to file a motor claim on behalf of our client, currently our  
>>> client vehicle is in our workshop awaiting PRI, rental car has been  
>>> provided to our client.  
>>>  
>>> Please arrange your surveyor to conduct PRI at your soonest to  
>>> prevent further delay resulting in additional expenses to be  
>>> occurred for this case.  
>>>  
>>>  
>>> The car is not in the workshop yet. Kindly let us know when the  
>>> surveyor will come to our workshop so we can arrange with our client.  
>>>  
>>> Password: SMX1420J3623B  
>>>  
>>> ---  
>>> Thanks & Regards,  
>>>  
>>> Jolin  
>>> V-Tec Asia Automotive Pte Ltd  
>>> 8 Kaki Bukit Avenue 4 #07-08/09  
>>> Premier@KB Singapore 415875  
>>> Tel : 6635 2706  
>>> HP : 8777 1911  
>>> Fax : 6341 6232  
>>> Email: sales@vtecauto.com.sg  
>>> Website:  
>>> https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww  
>>> .v%2F&data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Ce965a91557c9  
>>> 4e11d13808d9c5d5adf2%7C52fbc9ef9a574c5ba4ca46f2633868e5%7C0%7C0%7C63  
>>> 7758343822189918%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjo  
>>> iV2luMzliLCJBTiI6Ikl1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=jL%2BLPmOLw  
>>> JRgYPPhOfZo2Cv6YDt1DvOf4PaotfqW2cl%3D&reserved=0  
>>> %2F&data=04%7C01%7Cirene.tay%40sg.cntaiping.com%7Cb03db322988d4d  
>>> db  
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>>> 34  
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>>> zI  
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>>> hW  
>>> %2FzszG%2BRpNP6RX9MFK4s5oMg9ac%3D&reserved=0  
>>> tecauto.com.sg%2F&data=04%7C01%7Cclaimsdept%40sg.cntaiping.com%7  
>>> C3  
>>> 5e45a1467704c48402708d9c43b2f38%7C52fbc9ef9a574c5ba4ca46f2633868e5%7  
>>> C0  
>>> %7C0%7C637756582924439442%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMD  
>>> Ai  
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>>> hr  
>>> AfLDIYQfzJbJ8Mh48pMTPQT9NZKC%2B%2FoXzsTfo%3D&reserved=0