

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 6 April 2022 5:18 PM  
**To:** 'Irene Tay'; SUR  
**Cc:** Claims Dept of CTI  
**Subject:** RE: O/R: SNM21D207537/C02/GBC1855D/TAYHP / RE: ACCIDENT INVOLVING GX 5117 E & GBC 1855 D on 08/12/2021 ( PRE - REPAIR SURVEY REQUEST )  
**Attachments:** GX5117E IA.pdf

Dear Irene,

Enclosed herewith preliminary advice of GX 5117E.

Kindly assist to create claim in Merimen System.

The make & model is TOYOTA HIACE AUTO (2982cc).

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Tuesday, 4 January 2022 9:43 AM

**To:** 'Irene Tay' <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: O/R: SNM21D207537/C02/GBC1855D/TAYHP / RE: ACCIDENT INVOLVING GX 5117 E & GBC 1855 D on 08/12/2021 ( PRE - REPAIR SURVEY REQUEST )

Dear Irene,

Thank you for the assignment.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Monday, 3 January, 2022 7:08 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** [assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)

**Subject:** FW: O/R: SNM21D207537/C02/GBC1855D/TAYHP / RE: ACCIDENT INVOLVING GX 5117 E & GBC 1855 D on 08/12/2021 ( PRE - REPAIR SURVEY REQUEST )

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with BIFROST 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:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Sent:** Monday, January 3, 2022 2:59 PM

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

**Cc:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>

**Subject:** Re: O/R: SNM21D207537/C02/GBC1855D/TAYHP / RE: ACCIDENT INVOLVING GX 5117 E & GBC 1855 D on 08/12/2021 ( PRE - REPAIR SURVEY REQUEST )

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Please assist .

We will not be liable to any loss of rental during the waiting period.

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, 31 Dec 2021 at 12:44, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i check if you have appoint LKK to conduct the survey?

Thank you.

*Regards,*

Dennis Ting  
Motor Claims Department  
Tel: 9385 5409

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On Wed, 29 Dec 2021 at 08:42, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto: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

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On Tue, 28 Dec 2021 at 23:44, Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)> 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

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**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Sent:** Tuesday, December 28, 2021 3:56 PM

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

**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>

**Subject:** Re: O/R: SNM21D207537/C02/GBC1855D/TAYHP / RE: ACCIDENT INVOLVING GX 5117 E & GBC 1855 D on 08/12/2021 ( PRE - REPAIR SURVEY REQUEST )

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i have the list of surveyors please.

Thank you.

*Regards,*

Dennis Ting

Motor Claims Department

Tel: 9385 5409

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On Fri, 24 Dec 2021 at 09:32, Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

Without Prejudice

Dear Irene,

Please conduct PRS for GX5117E. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Irene Tay 63896192.

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:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Sent:** Thursday, 23 December 2021 4:47 pm

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

**Cc:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>

**Subject:** Re: ACCIDENT INVOLVING GX 5117 E & GBC 1855 D on 08/12/2021 ( PRE - REPAIR SURVEY REQUEST )

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i have the list of surveyors please.

Thank you.

Regards,

Dennis Ting

Motor Claims Department

Tel: 9385 5409

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On Wed, 22 Dec 2021 at 15:21, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

**Without Prejudice**

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, AKSHAYA MINIMART PTE. LTD. to notify you of the aforesaid accident involving our client's vehicle GX5117E and your insured's vehicle GBC1855D on 08/12/2021 at 2300HRS along 215 ANG MO KIO AVE1 ST 22

This serves as a **NOTICE** that we are claiming against GBC1855D 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@bifrostable.com](mailto:assessment_ral@bifrostable.com)

VEH IN (Date & Time) : 22/12/2021

PRS ARRANGEMENT (Date & Time) : 23/12/2021 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.

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DENNIS TING

Motor Claims Department

Tel: 9385 5409