

Meng Yan (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 17 January, 2022 5:15 PM
To: Assessment Department; 'SUR'; assignments
Cc: Alfred Toh; Claims Department; Admin Department; Claims Dept of CTI
Subject: RE: O/R: SNM22D200407/C02/XE6893P/TOHHS / RE: Accident involving SJM 4269 D & XE 6893 P on 06/01/2022 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please proceed to survey the vehicle.
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,

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

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From: Assessment Department <assessment@jewmotors.com>
Sent: Monday, 17 January 2022 5:14 pm
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: O/R: SNM22D200407/C02/XE6893P/TOHHS / RE: Accident involving SJM 4269 D & XE 6893 P on 06/01/2022 (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 assign 9. Mohd Taufikh (LKK) to conduct the survey.

Thank you.

Regards,

JOHN
Motor Claims Department
Tel: 9199 7483

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 Mon, 17 Jan 2022 at 17:01, Jenny Lew <jenny.lew@sg.entaiping.com> wrote:

Without Prejudice

Our reference: SNM22D200407/C02/XE6893P/tohhs

Your reference: SJM4269D

Dear Sirs / Madam,

ACCIDENT INVOLVING XE6893P & SJM4269D on 06/01/2022

We refer to your email of 08/01/2022.

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 Alfred Toh 6389 6183 and email us at claimsdept@sg.cntaiping.com

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jenny Lew

Executive

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From: Assessment Department <assessment@jewmotors.com>

Sent: Monday, 17 January 2022 4:51 pm

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

Cc: Jenny Lew <jenny.lew@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>

Subject: Re: O/R: SNM22D200407/C02/XE6893P/TOHHS / RE: Accident involving SJM 4269 D & XE 6893 P on 06/01/2022 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May I have the list of surveyors please.

Please kindly take note that we wont be liable for the lost of rental during the waiting period .

Thank you.

Regards,

JOHN

Motor Claims Department

Tel: 9199 7483

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On Mon, 17 Jan 2022 at 16:46, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Jenny,

Please conduct PRS for SJM4269D.

Note: officer in charge Alfred Toh 63896183.

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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

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From: Assessment Department <assessment@jewmotors.com>
Sent: Monday, 17 January 2022 3:40 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>
Subject: Re: Accident involving SJM 4269 D & XE 6893 P on 06/01/2022 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i check if the mentioned vehicle is insured with you guys previously?

As i've also double checked with the company that they are insured with CN TAIPING , however , I understand that you guys said no cover .

May i clarify if the vehicle is NOT INSURED with CN TAIPING or is the vehicle NOT COVERED for the accident?

Thank you.

Regards,

JOHN

Motor Claims Department

Tel: 9199 7483

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On Mon, 17 Jan 2022 at 15:10, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Sir.

No cover upon double checking.

Pls seek recourse elsewhere.

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: Assessment Department <assessment@jewmotors.com>

Sent: Friday, 14 January 2022 6:06 pm

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

Cc: Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>

Subject: Re: Accident involving SJM 4269 D & XE 6893 P on 06/01/2022 (PRE-REPAIR SURVEY REQUEST)

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Dear Sir / Mdm,

Attached the 3P report.

According to the 3P GIA for XE6893P. It's insured with CHINA TAIPING.

Can you proceed with the assignment of surveyors please.

Thank you.

Regards,

JOHN

Motor Claims Department

Tel: 9199 7483

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On Wed, 12 Jan 2022 at 10:11, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Sir,

no cover for XE6893P.

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Thank you

Chong Boon Sen
Claims Department

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From: Assessment Department <assessment@jewmotors.com>

Sent: Monday, January 10, 2022 3:18 PM

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

Cc: Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>

Subject: Re: Accident involving SJM 4269 D & XE 6893 P on 06/01/2022 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i have the list of surveyor please.

Do take note that we wont be liable for the lost of rental during the waiting period .

Thank you.

Regards,

JOHN

Motor Claims Department

Tel: 9199 7483

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On Sat, 8 Jan 2022 at 14:15, Assessment Department <assessment@jewmotors.com> wrote:

Without Prejudice

Dear Sir/ Mdm,.

We refer to the above matter.

We represent our client, ER HAN LIM (YU HANLIN) to notify you of the aforesaid accident involving our client's vehicle SJM4269D and your insured's vehicle XE6893P on 06/01/2022 at 0925HRS along 817C KEAT HONG LINK.

This serves as a **NOTICE** that we are claiming against XE6893P 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: 60 Jalan Lam Huat #03-72 Carros Centre Singapore 737869

Contact Person: JOHN (9199 7483)

Contact Email: assessment@jewmotors.com

VEH IN (Date & Time) : 08/01/2022

PRS ARRANGEMENT (Date & Time) : 10/01/2022 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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JOHN

Motor Claims Department

Tel: 9199 7483

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Thank you.

Regards,

JOHN

Motor Claims Department

Tel: 9199 7483

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