

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Thursday, 24 February 2022 12:27 PM
To: 'Irene Tay'; SUR
Cc: Claims Dept of CTI
Subject: RE: (URGENT!!!) O/R: SNM22D200390/C02/SMV4822Z/TAYHP / FW: Pre-repair Inspection for SKD 426D. Your Insured Vehicle no. : SMV 4822Z.

Dear Irene,

Enclosed herewith preliminary advice of SKD 426D.

Kindly assist to create claim in Merimen System.

The make & model is HONDA FIT 1.3G A.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 19 January 2022 11:57 AM
To: 'Irene Tay' <irene.tay@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: (URGENT!!!) O/R: SNM22D200390/C02/SMV4822Z/TAYHP / FW: Pre-repair Inspection for SKD 426D. Your Insured Vehicle no. : SMV 4822Z.

Dear Irene,

Thank you for the assignment.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Wednesday, 19 January, 2022 11:19 AM
To: Precise Auto Service <Support@preciseauto.sg>; Admin A <admin-a@lkkauto.com>; assignments@lkkauto.com
Subject: FW: (URGENT!!!) O/R: SNM22D200390/C02/SMV4822Z/TAYHP / FW: Pre-repair Inspection for SKD 426D. Your Insured Vehicle no. : SMV 4822Z.

Dear LKK,

Please assist to get your surveyor to liaise with PRECISE AUTO to conduct survey.

Aside to Precise;

Please let us have a copy of your client's GIA 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Precise Auto Service <Support@preciseauto.sg>

Sent: Wednesday, 19 January 2022 11:06 AM

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

Subject: Re: (URGENT!!!) O/R: SNM22D200390/C02/SMV4822Z/TAYHP / FW: Pre-repair Inspection for SKD 426D.
Your Insured Vehicle no. : SMV 4822Z.

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Dear Sirs,

We regret to inform you that we are unable to agree to your list of surveyors.

Our list of proposed surveyors for Single Joint Expert is as follows:-

1. **Andrew OwYong;**
2. **Vincent Ng;**
3. **Anthony Lim;**
4. **Leslie Lim;**
5. **Tan Chin Suan;**
6. **Patrick Ng Kong Beng;**
7. **Matthew Yong Chin Ng;**
8. **Ong Hock Leng;**
9. **Jayson Liaw Leong San; and**
10. **Fong Kok Heng.**

Kindly contact the repairers, M/s Precise Auto Service at 67457367 for pre-repair inspection arrangements.

Regards,
Arine

On Wed, 19 Jan 2022 at 10:36, Irene Tay <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

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.

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: Precise Auto Service <Support@preciseauto.sg>

Sent: Wednesday, 19 January 2022 10:05 AM

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

Cc: Irene Tay <irene.tay@sg.cntaiping.com>

Subject: Re: (URGENT!!!) O/R: SNM22D200390/C02/SMV4822Z/TAYHP / FW: Pre-repair Inspection for SKD 426D.
Your Insured Vehicle no. : SMV 4822Z.

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*****FINAL REMINDER*****

Dear Sir,

We refer to your email dated 18/01/2022, Our PRI notice was sent on 17/01/2022 at

12:22 pm.

Please arrange PRI to our client's vehicle (SKD 426D) by today **19/01/2022 at 3 pm**, if failed to conduct the PRI on time, we will have to arrange our independent surveyor and proceed with the vehicle accident repair accordingly.

Thanks & Regards

Arine

On Wed, 19 Jan 2022 at 09:57, Precise Auto Service <Support@preciseauto.sg> wrote:

Dear Sir,

We refer to your email dated 18/01/2022, Our PRI notice was sent on 17/01/2022 at 12:22 pm.

Please arrange PRI to our client's vehicle (SKD 426D) by today **19/01/2022 at 3 pm**, if failed to conduct the PRI on time, we will have to arrange our independent surveyor and proceed with the vehicle accident repair accordingly.

Thanks & Regards

Arine

On Tue, 18 Jan 2022 at 11:27, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Irene,

Please conduct PRS for SKD426D.

Note: officer in charge Irene Tay 63896192.

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

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From: Precise Auto Service <Support@preciseauto.sg>
Sent: Monday, 17 January 2022 12:23 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Pre-repair Inspection for SKD 426D. Your Insured Vehicle no. : SMV 4822Z.

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Dear Sirs,

We refer to the above matter, herewith enclosed the 2 days notice for your attention.

Please arrange a date and time to do a pre-repair inspection for our client vehicle **(SKD 426D – Honda Fit)** in our workshop ASAP.

Thank You.

Best Regards

Arine

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T : 6745 7367 | **F** : 6841 3390

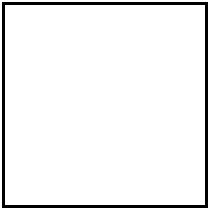
E : support@preciseauto.sg

W: www.preciseauto.sg

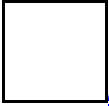
A : No.1 Kaki Bukit Ave 6, #02-33/34/36 AutoBay @ Kaki Bukit, Singapore 417883

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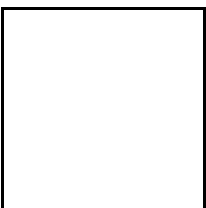
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E : support@preciseauto.sg

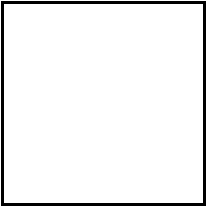
W: www.preciseauto.sg

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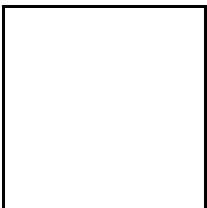
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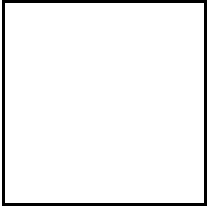
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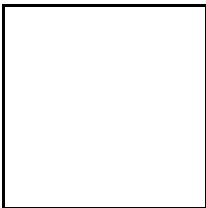
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