

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Friday, 25 February 2022 9:48 AM  
**To:** 'Tan Kian Wei Billy'; SUR  
**Cc:** 'Claims Dept of CTI'  
**Subject:** RE: SNM22D200789/C02/SND2228K/TANKW / FW: PRS FOR ACCIDENT INVOLVING SG3036R & SND2228K ON 01/02/2022 @ 17:20HRS ALONG JUNCTION OF GEYLANG RD & GEYLANG LOR 25A  
**Attachments:** SG3036R IA.pdf

Dear Billy,

Enclosed herewith preliminary advice of SG 3036R.

Kindly assist to create claim in Merimen System.

The make & model is VOLVO B5LH AUTO (5132cc).

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>  
**Sent:** Monday, 7 February 2022 3:35 PM  
**To:** 'Tan Kian Wei Billy' <billy.tan@sg.entaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'Claims Dept of CTI' <claimsdept@sg.entaiping.com>  
**Subject:** RE: SNM22D200789/C02/SND2228K/TANKW / FW: PRS FOR ACCIDENT INVOLVING SG3036R & SND2228K ON 01/02/2022 @ 17:20HRS ALONG JUNCTION OF GEYLANG RD & GEYLANG LOR 25A

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | 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)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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**From:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Sent:** Monday, 7 February, 2022 2:42 PM

**To:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>; Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Alvin Tan <[Alvin.tan@towertransit.sg](mailto:Alvin.tan@towertransit.sg)>; Frederick Chua <[Frederick.Chua@towertransit.sg](mailto:Frederick.Chua@towertransit.sg)>; Kiam Meng Tan <[KiamMeng.Tan@towertransit.sg](mailto:KiamMeng.Tan@towertransit.sg)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

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

**Subject:** RE: SNM22D200789/C02/SND2228K/TANKW / FW: PRS FOR ACCIDENT INVOLVING SG3036R & SND2228K ON 01/02/2022 @ 17:20HRS ALONG JUNCTION OF GEYLANG RD & GEYLANG LOR 25A

[Confidential]

Without Prejudice

Save as to cost

Dear Sir / Madam,

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

Aside to LKK,

Please arrange and survey the vehicle.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. Any inconvenience caused is much regretted.

Thanks and Best Regards

**Billy Tan**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | 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:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>  
**Sent:** Monday, 7 February 2022 12:13 PM  
**To:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>; Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Alvin Tan <[Alvin.tan@towertransit.sg](mailto:Alvin.tan@towertransit.sg)>; Frederick Chua <[Frederick.Chua@towertransit.sg](mailto:Frederick.Chua@towertransit.sg)>; Kiam Meng Tan <[KiamMeng.Tan@towertransit.sg](mailto:KiamMeng.Tan@towertransit.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM22D200789/C02/SND2228K/TANKW / FW: PRS FOR ACCIDENT INVOLVING SG3036R & SND2228K ON 01/02/2022 @ 17:20HRS ALONG JUNCTION OF GEYLANG RD & GEYLANG LOR 25A

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Hi Billy

Please arrange for **LKK** Auto consultants to conduct the survey.

Thank You

Best Regards

*Lynn Ahmad*

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)



Tower Transit Singapore Pte Ltd  
21 Bulim Drive, Bulim Bus Depot, Singapore 648170  
Registration number 201419417K  
[www.towertransit.sg](http://www.towertransit.sg)

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**From:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>  
**Sent:** Monday, February 7, 2022 10:16 AM  
**To:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>; Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Alvin Tan <[Alvin.tan@towertransit.sg](mailto:Alvin.tan@towertransit.sg)>; Frederick Chua <[Frederick.Chua@towertransit.sg](mailto:Frederick.Chua@towertransit.sg)>; Kiam Meng Tan <[KiamMeng.Tan@towertransit.sg](mailto:KiamMeng.Tan@towertransit.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM22D200789/C02/SND2228K/TANKW / FW: PRS FOR ACCIDENT INVOLVING SG3036R & SND2228K ON 01/02/2022 @ 17:20HRS ALONG JUNCTION OF GEYLANG RD & GEYLANG LOR 25A

Without Prejudice

Save as to cost

Dear Sirs / Madam,

**ACCIDENT INVOLVING SND2228K & SG3036R on 01/02/2022**

We refer to your email of 06/02/2022.

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 Billy Tan @ 6389 6175 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Thanks and Best Regards

**Billy Tan**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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

**Sent:** Monday, 7 February 2022 10:15 AM

**To:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>; Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Alvin Tan <[Alvin.tan@towertransit.sg](mailto:Alvin.tan@towertransit.sg)>; Frederick Chua <[Frederick.Chua@towertransit.sg](mailto:Frederick.Chua@towertransit.sg)>; Kiam Meng Tan <[KiamMeng.Tan@towertransit.sg](mailto:KiamMeng.Tan@towertransit.sg)>; Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

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

**Subject:** O/R: SNM22D200789/C02/SND2228K/TANKW / FW: PRS FOR ACCIDENT INVOLVING SG3036R & SND2228K ON 01/02/2022 @ 17:20HRS ALONG JUNCTION OF GEYLANG RD & GEYLANG LOR 25A

Without Prejudice

Dear Billy,

Please conduct PRS for SG3036R.

Note: officer in charge Billy Tan 63896175.

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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:** Bazlin Ahmad <[Bazlin.Ahmad@towertransit.sg](mailto:Bazlin.Ahmad@towertransit.sg)>

**Sent:** Sunday, 6 February 2022 2:27 pm

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

**Cc:** Wu Tzu Ying <[Wu.Zy@towertransit.sg](mailto:Wu.Zy@towertransit.sg)>; Alvin Tan <[Alvin.tan@towertransit.sg](mailto:Alvin.tan@towertransit.sg)>; Frederick Chua <[Frederick.Chua@towertransit.sg](mailto:Frederick.Chua@towertransit.sg)>; Kiam Meng Tan <[KiamMeng.Tan@towertransit.sg](mailto:KiamMeng.Tan@towertransit.sg)>

**Subject:** PRS FOR ACCIDENT INVOLVING SG3036R & SND2228K ON 01/02/2022 @ 17:20HRS ALONG JUNCTION OF GEYLANG RD & GEYLANG LOR 25A

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## WITHOUT PREJUDICE

Dear Sir / Mdm,

We would like to notify you of a road accident on **01/02/2022** at about **17:20hrs** along **Junction of Geylang Road & Geylang Lor 25A** involving our bus, SG3036R & your insured vehicle **SND2228K**.

As a result of this accident, our bus has been damaged. Before we proceed to repair the damaged bus, please let us know **within the next 48 hours** if you wish to conduct a pre-repair survey of our bus. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the bus without any further reference to you.

➤ **CCTV LINK :** <https://www.dropbox.com/s/7ftmiellauqzaga/SG3036R.mp4?dl=0>

**Survey Location : Tower Transit Singapore Pte Ltd**

### **MANDAI DEPOT**

Address : 310 Mandai Rd, Singapore 779404

Contact Person : Lynn Ahmad @ 9199 0025

- *Body & Paint* : Sam @ 9762 9168
- *Manager* : Fredrick @ 9073 6389
- *Workshop Manager* : - Alvin @ 8498 1515

Thank You

Best Regards

*Lynn Ahmad*

Senior Executive, Claims

Office +65 6248 0987 | Mobile +65 9199 0025

Email [bazlin.ahmad@towertransit.sg](mailto:bazlin.ahmad@towertransit.sg)



Tower Transit Singapore Pte Ltd  
21 Bulim Drive, Bulim Bus Depot, Singapore 648170  
Registration number 201419417K  
[www.towertransit.sg](http://www.towertransit.sg)

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