

## Denise Tay (LKKAuto)

---

**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Wednesday, 6 April 2022 10:11 AM  
**To:** Denise Tay (LKKAuto); Admin-D (LKKAuto); SUR; assignments  
**Subject:** RE: SNM22D200785/C02/SMP4895U/CHNGPW / FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

Dear Denise

Sorry omitted to amend the DOA.

Have done in merimen.

Please note that claim reference number change to SNM22D201195

### **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](tel:62247175). Any inconvenience caused is much regretted.

**Thank you.**

**Adeline Chng**  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

**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

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>  
**Sent:** Wednesday, April 6, 2022 9:55 AM  
**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** Re: SNM22D200785/C02/SMP4895U/CHNGPW / FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

**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 Adeline,

Please assist to amend the merimen accident date to 30/1/2022

The video footage provided by TP reflects as 30/1/2022

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

---

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

**Sent:** Thursday, 10 February 2022 9:49 am

**To:** 'Adeline Chng' <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** RE: SNM22D200785/C02/SMP4895U/CHNGPW / FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

Dear Adeline,

Thank you for the assignment.

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

***"Wishing You Happiness & Prosperity Chinese New Year 2022"***

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)

---

**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** Thursday, 10 February, 2022 9:31 AM

**To:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** RE: SNM22D200785/C02/SMP4895U/CHNGPW / FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

**Without Prejudice, Save as to Costs**

Dear LKK

Please refer to below email and liaise with third party workshop.

**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](tel:62247175). Any inconvenience caused is much regretted.

**Thank you.**

**Adeline Chng**  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

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

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)>

**Sent:** Thursday, February 10, 2022 9:08 AM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

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

**Subject:** RE: SNM22D200785/C02/SMP4895U/CHNGPW / FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

**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 Adeline

Marcus Chua (LKK)

Regards,

**Lily LIM**  
Claims Advisory

Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road I #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

---

**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** Wednesday, February 9, 2022 6:04 PM  
**To:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM22D200785/C02/SMP4895U/CHNGPW / FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

**Without Prejudice, Save as to Costs**

Our reference: **SNM22D200785 C02/ SMP4895U /Chngpw**  
Your reference: **SJT7333U**

Dear Sirs

**ACCIDENT INVOLVING SMP4895U & SJT7333U ON 31/01/2022**

We refer to your email of 09/02/2022

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 Adeline Chng at 63896155 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.

**Thank you.**

**Adeline Chng**  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

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

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

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

**Sent:** Wednesday, February 9, 2022 5:26 PM

**To:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)>; Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

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

**Subject:** O/R: SNM22D200785/C02/SMP4895U/CHNGPW / FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

Without Prejudice

Dear Adeline,

Please conduct PRS for SJT7333U.

Note: officer in charge Adeline Chng 63896155.

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.

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

---

**From:** Lily <[bhlim@procarcare.com.sg](mailto:bhlim@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Wednesday, 9 February 2022 9:46 am  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** FW: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

**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 Boon Sen

The DOA/TIME is 30/01/2022 @ 0950 hrs.  
Attached copy of our owner report

Regards,

**Lily LIM**  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

---

**From:** Wayne <[wayne@procarcare.com.sg](mailto:wayne@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Tuesday, February 8, 2022 12:01 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

Dear Boon Sen

I' ve checked with my client. The accident date should be 30 Jan 2022.

Please refer to the attachments. These are the scene photo that my client prepared for us and the time stamp (printed from his email) at the bottom of the images indicate that it is on 30 Jan 2022.

Thanks and regards

**Wayne Lim**

Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

---

**From:** Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]  
**Sent:** Monday, February 7, 2022 10:03 AM  
**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>  
**Subject:** RE: Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U  
**Importance:** High

Without Prejudice

Dear Sir,

Pls confirm accident date 31.1.2022 or 30.1.2022 as our insured mentioned 31.1.2022.

Look forward to hearing from you asap to process pri. If your client need to amend, pls help them to amend gia report.

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.

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

---

**From:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)> **On Behalf Of** Claims  
**Sent:** Saturday, 5 February 2022 3:27 pm  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Claims [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
**Subject:** Arrange for survey - Acc on 30/01/2022 invlg SJT 7333 U & SMP 4895 U

**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 Sir

Please refer to attached and arrange for survey.

Appreciate if you can advise on the claims handler for checking of accident liability.

Vehicle not in workshop

Thanks You.

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



IMPORTANT NOTICE: The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.