

Meng Yan (LKK Auto)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, 21 February, 2022 3:48 PM
To: Mars Ler; assignments; SUR
Cc: Natalie Leong; Renemer Bagang
Subject: RE: OUR REF:SNM22D201262/C02/SML4003Z/TANCHC & YOUR REF:SMS3121K, TO CONDUCT PRS
Attachments: SMS3121K.pdf

WITHOUT PREJUDICE

Dear Mars,

We will assign LKK to conduct the Pre-repair Inspection.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange Mr. Marcus conduct the PRS.

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. Any inconvenience caused is much regretted.

Regards,

Jacqueline Tan

Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Mars Ler <mars.ler@ccfulco.com.sg>
Sent: Monday, 21 February 2022 3:47 PM
To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Cc: Natalie Leong <natalie.leong@sg.cntaiping.com>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Subject: RE: OUR REF:SNM22D201262/C02/SML4003Z/TANCHC & YOUR REF:SMS3121K, TO CONDUCT PRS

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Dear Jacqueline,

Please kindly appoint 6. Marcus Chua (LKK) for PRS.

In view of the current COVID-19 situation , please bear with us should there be some service delay during this period .

Thank you,

Best regards

Mars Ler
Executive - Motor Claims
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 Ubi Road 3 Singapore 408650
D/D 65949163 H/P 91792566

From: Tan Chew Chik Jacqueline [<mailto:jacqueline.tan@sg.cntaiping.com>]
Sent: Monday, 21 February, 2022 3:39 PM
To: Mars Ler <mars.ler@ccfulco.com.sg>
Cc: Natalie Leong <natalie.leong@sg.cntaiping.com>
Subject: RE: OUR REF:SNM22D201262/C02/SML4003Z/TANCHC & YOUR REF:SMS3121K, TO CONDUCT PRS

Without Prejudice

Our reference: SNM22D201262/C02/SML4003Z/TANCHC
Your reference: SMS3121K

Dear Sirs,

ACCIDENT INVOLVING SML4003Z & SMS3121K ON 17/02/2022

We refer to your email of 18/02/2022.

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.

Thank you.

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

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Natalie Leong <natalie.leong@sg.cntaiping.com>

Sent: Monday, 21 February 2022 3:36 PM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; mars.ler@ccfulco.com.sg

Subject: OUR REF:SNM22D201262/C02/SML4003Z/TANCHC & YOUR REF:SMS3121K, TO CONDUCT PRS

Without Prejudice
via email only

Dear Jacqueline

Please refer to the below email.

Please **conduct PRS SMS3121K** soonest possible.

Please contact our claims department Jacqueline Tan at 6389 6185, the officer in charge.

kindly quote our claim reference number when replying

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Thank you

Natalie Leong
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: Mars Ler <mars.ler@ccfulco.com.sg>
Sent: Friday, February 18, 2022 4:48 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Subject: Re:Accident On 17/02/2022 Involving Our Insured SMS3121K And Your Insured SML4003Z

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Dear Motor Claims ,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey (Advance notice required 1 day ,vehicle with customer)

In view of the current COVID-19 situation , please bear with us should there be some service delay during this period .

Thank you,

Best regards

Mars Ler
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Cycle & Carriage Fulco Motor Dealer Pte Ltd
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