

## Meng Yan (LKK Auto)

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**From:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Sent:** Monday, 21 February, 2022 6:15 PM  
**To:** Ruby Ong; assignments@lkkauto.com; sur@lkkauto.com  
**Cc:** Glockewerke Auto  
**Subject:** RE: OUR REF: SNM22D201256/C02/SMU1635Y/LEEPG & YOUR REF: TCL.ro.50056.22.gw, SNB9870U TO CONDUCT PRS

### Without Prejudice

Dear Sir/Madam

Thank you for your email.

We will appoint LKK as SJE.

Dear LKK

Please arrange Mr. Taufikh to conduct PRS on without prejudice basis.

### 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.

Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | 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

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**From:** Ruby Ong <ruby@htapartners.com.sg>  
**Sent:** Monday, 21 February 2022 6:11 pm  
**To:** Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Glockewerke Auto <glockewerke@outlook.com>  
**Subject:** RE: OUR REF: SNM22D201256/C02/SMU1635Y/LEEPG & YOUR REF: TCL.ro.50056.22.gw, SNB9870U TO CONDUCT PRS  
**Importance:** High

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**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Sir / Madam

We refer to your email of even date.

Our client is agreeable to appoint **Mohd Taufikh (LKK)** as a single joint expert for the pre-repair inspection for our client's vehicle no. SNB 9870U.

**Kindly contact the person-in-charge to arrange for the inspection of the vehicle.** Please be informed that the said vehicle can be inspected at: -

**Repairer : GLOCKEWERKE**

**Venue : Block 25 Kaki Bukit Road 4  
#06-53 Synergy @ Kaki Bukit  
Singapore 417800**

**Contact Person : Ms Annabelle @ HP: 8112 6485**

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 255**  
Fax : 6533 0163 / 6533 0313  
[www.htapartners.com.sg](http://www.htapartners.com.sg)

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**From:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>  
**Sent:** Monday, 21 February 2022 5:45 PM  
**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM22D201256/C02/SMU1635Y/LEEPG & YOUR REF: TCL.ro.50056.22.gw, SNB9870U TO CONDUCT PRS

**Without Prejudice**

**Our reference: SNM22D201256/C02/SMU1635Y/LEEPG**

**Your reference: SNB9870U**

Dear Sirs,

We refer to your email of 21/02/2022.

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.

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Best Regards,  
**Cecilia Lee**  
Senior Executive  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6224 7175

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

**Sent:** Monday, 21 February 2022 5:31 pm

**To:** Cecilia Lee Peng Geok <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; [ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)

**Subject:** OUR REF: SNM22D201256/C02/SMU1635Y/LEEPG & YOUR REF: TCL.ro.50056.22.gw, SNB9870U TO CONDUCT PRS

**Importance:** High

WITHOUT PREJUDICE  
via EMAIL ONLY

Dear [Cecilia](#),

Please refer to the below email.

Please **conduct PRS SNB9870U** soonest possible.

Please contact our claims department **Cecilia Lee 6389 6530** the officer in charge.

**\*Kindly quote our claim reference number when replying.\***

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Thank you

Angie Foo

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:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>  
**Sent:** Monday, February 21, 2022 1:53 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Glockewerke Auto <[glockewerke@outlook.com](mailto:glockewerke@outlook.com)>  
**Subject:** REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SNB 9870U. TCL.ro.50056.22.gw]  
**Importance:** High

**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.

Our Ref : TCL.ro.50056.22.ess  
Your Ref : SMU 1635Y

**URGENT**

21 February 2022

**China Taiping Insurance Co (Singapore) Pte Ltd**  
Motor Claims Department  
3 Anson Road  
#16-00 Springleaf Tower  
Singapore 079909

**By Email Only**

Dear Sir / Madam

**CLAIMANT: TIONG TECK WEE**

**NOTICE OF ACCIDENT & PRE-REPAIR SURVEY - ACCIDENT INVOLVING SNB 9870U, SMU 1635Y, SMS 2342X & SGL 6008T ALONG 82 TIONG POH ROAD ON 18 FEBRUARY 2022 @ 1500HRS**

We are instructed by Tiong Teck Wee to notify you of a road traffic accident on 18 February 2022 at about 1500hrs along 82 Tiong Poh Road involving our client's vehicle registration number SNB 9870U and vehicle registration number SMU 1635Y driven by your authorised / insured driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 278**  
Fax : 6338 3536 / 6533 0313  
[www.htapartners.com.sg](http://www.htapartners.com.sg)

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