

## Meng Yan (LKK Auto)

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**From:** Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Tuesday, 22 February, 2022 9:33 AM  
**To:** xinyu@roypartners.com.sg; SUR; assignments  
**Cc:** Natalie Leong; motorstopoffice@gmail.com  
**Subject:** RE: OUR REF:SNM22D201248/C02/GBC2242R/TANCHC & YOUR  
REF:MKR/307/10220/2022/jr.xy, TO CONDUCT PRS  
**Attachments:** Scan2022-02-19\_133652.pdf

### WITHOUT PREJUDICE

Dear Xin Yu,

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

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange to conduct the PRS.

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.

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](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:** xinyu@roypartners.com.sg <xinyu@roypartners.com.sg>  
**Sent:** Tuesday, 22 February 2022 9:32 AM  
**To:** Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

**Cc:** Natalie Leong <natalie.leong@sg.cntaiping.com>; motorstopoffice@gmail.com

**Subject:** RE: OUR REF:SNM22D201248/C02/GBC2242R/TANCHC & YOUR REF:MKR/307/10220/2022/jr.xy, TO CONDUCT PRS

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Dear Jacqueline,

We refer to your email on 21<sup>st</sup> February 2022.

Our client would like to select LKK as the SJE for the PRI.

Thank you.

*In view of the latest advisory on COVID-19 announced on 3<sup>rd</sup> April 2020, our office is operating on 100% telecommuting via email. Please do not send any letter, document and notice to our fax number 6536 1963 with immediate effect. We will not be able to answer any calls too. **Please direct all correspondence to us by email.***

Regards,

**Xin Yu**

M/s Roy & Partners

133 New Bridge Road

#08-09 Chinatown Point

Singapore 059413

Tel : 6536 8466 Fax : 6536 1963

Email : [xinyu@roypartners.com.sg](mailto:xinyu@roypartners.com.sg)

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**From:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Monday, 21 February 2022 4:29 pm

**To:** [xinyu@roypartners.com.sg](mailto:xinyu@roypartners.com.sg)

**Cc:** Natalie Leong <[natalie.leong@sg.cntaiping.com](mailto:natalie.leong@sg.cntaiping.com)>

**Subject:** RE: OUR REF:SNM22D201248/C02/GBC2242R/TANCHC & YOUR REF:MKR/307/10220/2022/jr.xy, TO CONDUCT PRS

**Without Prejudice**

**Our reference:** SNM22D201248/C02/GBC2242R/TANCHC

**Your reference:** MKR/307/10220/2022/jr.xy

Dear Sirs,

**ACCIDENT INVOLVING GBC2242R & SLN8154X ON 18/02/2022**

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.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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.**

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](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:** Natalie Leong <[natalie.leong@sg.cntaiping.com](mailto:natalie.leong@sg.cntaiping.com)>

**Sent:** Monday, 21 February 2022 4:27 PM

**To:** Tan Chew Chik Jacqueline <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; [xinyu@roypartners.com.sg](mailto:xinyu@roypartners.com.sg)

**Subject:** OUR REF:SNM22D201248/C02/GBC2242R/TANCHC & YOUR REF:MKR/307/10220/2022/jr.xy, TO CONDUCT PRS

Without Prejudice  
via email only

Dear Jacqueline

Please refer to the below email.

Please **conduct PRS SLN8154X** 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

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:** [xinyu@roypartners.com.sg](mailto:xinyu@roypartners.com.sg) <[xinyu@roypartners.com.sg](mailto:xinyu@roypartners.com.sg)>  
**Sent:** Monday, February 21, 2022 9:33 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** [motorstopoffice@gmail.com](mailto:motorstopoffice@gmail.com)  
**Subject:** PRE-REPAIR INSPECTION

**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.

**Without Prejudice**  
**Save as to cost**

Our Ref: MKR/307/10220/2022/jr.xy  
Your Ref: Your insured vehicle GBC 2242R

Dear Sirs,

**CLAIMANT: KWAN WIE SENG (OWNER OF SLN 8154X)  
ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLN 8154X AND GBC 2242R ALONG BEDOK  
RESERVIROR ON 18.02.2022 AT ABOUT 1715 HOURS.**

We refer to the above matter.

We act for **KWAN WIE SENG**, the owner of the motor vehicle no. **SLN 8154X**.

We are instructed by our client to notify you of a road traffic accident on **18.02.2022** at about **1715 hours** along **BEDOK RESERVIOIR** involving our client's motor vehicle registration number **SLN 8154X** and motor vehicle registration number **GBC 2242R** driven by your insured at the material time. A copy of the Singapore Accident report is enclosed.

As a result of the accident, our client's motor vehicle **SLN 8154X** has been damaged. Before our client proceed to repair the damaged motor vehicle, please let us know within **two (2) working days** of your receipt of this notice whether you would like to conduct a pre-repair survey of our client's motor vehicle **SLN 8154X** at our client's repairer workshop, **M/S MS Car Auto Pte Ltd** at **No. 8 Kaki Bukit Ave 4 #01-07 Premier @ Kaki Bukit Singapore 415875**. Your said surveyor may contact **Desmond or June at 6385 1838** to arrange the said inspection. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the motor vehicle without further reference to you.

*In view of the latest advisory on COVID-19 announced on 3rd April 2020, our office is operating on 100% telecommuting via email. Please do not send any letter, document and notice to our fax number 6536 1963 with immediate effect. We will not be able to answer any calls too. Please direct all correspondence to us by email.*

Thanks & regards,

**Xin Yu**

M/s Roy & Partners

133 New Bridge Road

#08-09 Chinatown Point

Singapore 059413

Tel : 6536 8466 Fax : 6536 1963

Email : [xinyu@roypartners.com.sg](mailto:xinyu@roypartners.com.sg)