

Meng Yan (LKK Auto)

From: Nancy Lam <nancy@crossbordersllc.com>
Sent: Monday, 28 February, 2022 5:08 PM
To: Irene Tay; assignments@lkkauto.com; Admin A
Cc: Hui Ting Tang; Corene Chong; Celeste Ng
Subject: NM22D201414/C02/YN1188R/TAYHP / FW: Our client's vehicle no.SLU31H (REVOL); Your insured's vehicle no. YN1188R(CHINA) DOA 24/02/2022 - PRI

Your attention is drawn to the CONFIDENTIALITY NOTICE below.

WITHOUT PREJUDICE

Due to the current COVID 19 situation, we seek your understanding that your requests/ our replies to you, might be delayed as we and/or external parties that we liaise with are operating on reduced manpower.

Dear sir

1. We refer to your email as below .
2. Please be informed that the said vehicle can be inspected at:

Venue: **Revol Carz Garage Pte Ltd**

Address: 10, Ang Mo Kio Industrial Park 2A

#02-18 AMK Autopoint

Singapore (568047)

Contact: May @ 6746 6281

Gavin @ 9740 6855

3. Please liaise with the above workshop.

Thank You.

Regards
Nancy
TEL: 6438 1323 (ext 2020)

CrossBorders LLC
133 New Bridge Road
#23-03/04/05 Chinatown Point
Singapore 059413
Tel: (65) 6438 1323
Fax: (65) 6438 2313

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From: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Monday, 28 February 2022 4:55 pm

To: Nancy Lam <nancy@crossbordersllc.com>; assignments@lkkauto.com; Admin A <admin-a@lkkauto.com>

Cc: Hui Ting Tang <huiting@crossbordersllc.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>

Subject: RE: NM22D201414/C02/YN1188R/TAYHP / FW: Our client's vehicle no.SLU31H (REVOL); Your insured's vehicle no. YN1188R(CHINA) DOA 24/02/2022 - PRI

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with CROSSBORDERS to conduct survey.

Regards,

Irene Tay

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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

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From: Nancy Lam <nancy@crossbordersllc.com>

Sent: Monday, 28 February 2022 4:34 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Hui Ting Tang <huiting@crossbordersllc.com>; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>

Subject: NM22D201414/C02/YN1188R/TAYHP / FW: Our client's vehicle no.SLU31H (REVOL); Your insured's vehicle no. YN1188R(CHINA) DOA 24/02/2022 - PRI

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Dear Irene

We refer to your email dated as below.

2. Our client objects appointing your surveyors as a single joint expert.

3. We propose one of the motor surveyors named in the list below to conduct the joint pre-repair survey as a single joint expert:-

- | | | |
|----|---------------|---|
| a) | Marc Ananda | United Appraisal and Management Pte Ltd |
| b) | Dennis Yap | PAL'S Appraiser Pte Ltd |
| c) | Yap Teck Lee | LCW Appraiser Pte Ltd |
| d) | Yap Teck Chye | MC-Coy Appraiser Pte Ltd |
| e) | Dixon Yeo | Treasure Appraiser Pte Ltd |

4. Please let us know within two (2) working days whether you are agreeable to the appointment of any of the above motor surveyors as a single joint expert.

Thank You.

Regards
Nancy
TEL: 6438 1323 (ext 2020)

CrossBorders LLC
133 New Bridge Road
#23-03/04/05 Chinatown Point
Singapore 059413
Tel: (65) 6438 1323
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From: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Monday, 28 February 2022 4:27 pm

To: nancy@crossbordersllc.com; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Tang Hui Ting <huiting@crossbordersllc.com>

Subject: FW: SNM22D201414/C02/YN1188R/TAYHP / FW: Our client's vehicle no.SLU31H (REVOL); Your insured's vehicle no. YN1188R(CHINA) DOA 24/02/2022 - PRI

WITHOUT PREJUDICE

Dear Sir/Mdm,

We refer to your email.

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 Irene Tay at 63896192 and email us at 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 or fax at 6224 7175. Any inconvenience caused is much regretted.

Thank you.

Regards,

Irene Tay

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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Irene Tay
Claims Department (Motor Division)

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, 28 February 2022 1:54 PM
To: nancy@crossbordersllc.com; Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Tang Hui Ting <huiting@crossbordersllc.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM22D201414/C02/YN1188R/TAYHP / FW: Our client's vehicle no.SLU31H (REVOL); Your insured's vehicle no. YN1188R(CHINA) DOA 24/02/2022 - PRI

Without Prejudice
Save as to costs

Dear Irene,

Please conduct PRS for SLU31H. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Irene Tay 63896192.

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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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Nancy Lam <nancy@crossbordersllc.com>

Sent: Monday, 28 February 2022 9:45 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Corene Chong <corene@crossbordersllc.com>; Celeste Ng <celeste@crossbordersllc.com>; Hui Ting Tang <huiting@crossbordersllc.com>

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Dear Sirs

1. Please find attached our PRI notice dated 28 February 2022 for your kind attention

Thank You.

Regards
Nancy
TEL: 6438 1323 (ext 2020)

CrossBorders LLC
133 New Bridge Road
#23-03/04/05 Chinatown Point
Singapore 059413
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