

Meng Yan (LKK Auto)

From: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, 1 March, 2022 11:12 AM
To: Claims; assignments@lkkauto.com; sur@lkkauto.com
Cc: Claims Dept of CTI
Subject: RE: OUR REF: SNM22D201452/C02/GBG8017P/LEEPG & YOUR REF: SGF9190K, TO CONDUCT PRS

[Strictly Confidential]

Without Prejudice

Dear Sir/Madam.

Our insured had not reported the accident.

Thank you.

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.

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

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From: Lily <bhlim@procarcare.com.sg> **On Behalf Of** Claims
Sent: Tuesday, 1 March 2022 11:12 am
To: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>; Claims <claims@procarcare.com.sg>; assignments@lkkauto.com; sur@lkkauto.com
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D201452/C02/GBG8017P/LEEPG & YOUR REF: SGF9190K, TO CONDUCT PRS

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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.

Hi Cecilia

Please advise if your insured has reported the said accident and also the liability
Thank you

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

W: www.procarcare.com.sg



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From: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>

Sent: Tuesday, March 1, 2022 11:07 AM

To: Claims <claims@procarcare.com.sg>; assignments@lkkauto.com; sur@lkkauto.com

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

Subject: RE: OUR REF: SNM22D201452/C02/GBG8017P/LEEPG & YOUR REF: SGF9190K, TO CONDUCT PRS

[Strictly Confidential]

Without Prejudice

Dear Sir/Madam

Thank you for your email.

We will appoint LKK as SJE.

Note: Our insured had not reported the accident.

Dear LKK

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

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Best Regards,
Cecilia Lee
Senior Executive

Claims Department

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From: Lily <bhlim@procarcare.com.sg> **On Behalf Of** Claims
Sent: Tuesday, 1 March 2022 11:02 am
To: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>; Claims <claims@procarcare.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D201452/C02/GBG8017P/LEEPG & YOUR REF: SGF9190K, TO CONDUCT PRS

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Hi Cecilia

Please arrange Marcus Chua (LKK)

Regards,

Lily LIM

Claims Advisory

Progressive Car Care Pte Ltd

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From: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, March 1, 2022 11:01 AM
To: Claims <claims@procarcare.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D201452/C02/GBG8017P/LEEPG & YOUR REF: SGF9190K, TO CONDUCT PRS

Without Prejudice

Our reference: SNM22D201452/C02/GBG8017P/LEEPG

Your reference: SGF9190K

Dear Sirs,

We refer to your email of 28/02/2022.

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

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

Sent: Tuesday, 1 March 2022 10:33 am

To: Cecilia Lee Peng Geok <cecilia.lee@sg.cntaiping.com>; claims@procarcare.com.sg

Subject: OUR REF: SNM22D201452/C02/GBG8017P/LEPG & YOUR REF: SGF9190K, TO CONDUCT PRS

Without Prejudice
via email only

Dear Cecilia

Please refer to the below email.

Please **conduct PRS SGF9190K** soonest possible.

Please contact our claims department Cecilia Lee at 6389 6530, 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: Lily <bhlim@procarcare.com.sg> **On Behalf Of** Claims
Sent: Monday, 28 February 2022 4:41 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Claims <claims@procarcare.com.sg>
Subject: Arrange for survey - Acc on 28.02.2022 invlg SGF 9190 K & GBG 8017 P

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 Sirs

Please refer to attached and arrange for survey and also claims handler

VEHICLE IS IN WORKSHOP

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
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