

## Meng Yan

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**From:** Meng Yan (LKK Auto) <admin-d@lkkauto.com>  
**Sent:** Monday, 7 March 2022 4:28 PM  
**To:** 'Jenny Lew'; 'SUR'; 'assignments'  
**Cc:** 'Claims Dept of CTI'  
**Subject:** RE: OUR REF: SNM22D201569/C02/SFC2696S/LEWLC & YOUR REF: SFB9955D TO CONDUCT PRS

Dear Jenny,

Thank you for the assignment.

Repairer arrange on 8.3.22.

***Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.  
Please contact the undersign for survey arrangement.***

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Monday, 7 March, 2022 4:00 PM  
**To:** Assessment Dept <assessment\_ral@bifrostauto.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** claim\_rar@bifrostauto.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM22D201569/C02/SFC2696S/LEWLC & YOUR REF: SFB9955D TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.  
Please let us have the copy of your client's accident report.

Aside to LKK,

Please proceed to survey the vehicle.  
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](tel:62247175). Any inconvenience caused is much regretted.

Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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:** 太平獅城 Taiping SG

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**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Sent:** Monday, 7 March 2022 3:34 pm  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** [claim\\_rar@bifrostauto.com](mailto:claim_rar@bifrostauto.com); Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** Re: OUR REF: SNM22D201569/C02/SFC2696S/LEWLC & YOUR REF: SFB9955D TO CONDUCT PRS

**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,

Dear Sir / Mdm,

Kindly assign LKK to conduct the survey.

Thank you.

*Regards,*

Dennis Ting  
Motor Claims Department  
Tel: 9385 5409

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

On Mon, 7 Mar 2022 at 14:47, Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)> wrote:

**Without Prejudice**

**Our reference: SNM22D201569/C02/SFC2696S/lewlc**

**Your reference: SFB9955D**

Dear Sirs / Madam,

**ACCIDENT INVOLVING SFC2696S & SFB9955D on 04/03/2022**

We refer to your email of 05/03/2022.

**Take Notice that we shall not be accepting any of your surveyors as SJE.**

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 Jenny Lew 6389 6172 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

**Sent:** Monday, 7 March 2022 2:13 pm

**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; [assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com);  
[claim\\_rar@bifrostauto.com](mailto:claim_rar@bifrostauto.com)

**Subject:** OUR REF: SNM22D201569/C02/SFC2696S/LEWLC & YOUR REF: SFB9955D TO CONDUCT PRS

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Jenny,

Please refer to the appended email.

Please **conduct PRS SFB9955D** soonest possible.

Please contact our claims department Jenny Lew 6389 6172 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

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:** Assessment Dept <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)>  
**Sent:** Saturday, March 5, 2022 11:53 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)>; Joseph Koh <[claims@bifrostable.com](mailto:claims@bifrostable.com)>  
**Subject:** Accident involving SFB 9955 D & SFC 2696 S on 04/03/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, CHUA WEE MING to notify you of the aforesaid accident involving our client's vehicle SFB9955D and your insured's vehicle SFC2696S on 04/03/2022 at 2345HRS along HOUGANG AVE 2

This serves as a **NOTICE** that we are claiming against SFC2696S for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

**Premises for the Pre-repair inspection:** 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

**Contact Person:** DENNIS TING ( 93855409)

**Contact Email:** [claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)

VEH IN (Date & Time) : 04/03/2022

PRS ARRANGEMENT (Date & Time) : 07/03/2022 after 1400hrs

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

DENNIS TING

Motor Claims Department

Tel: 9385 5409