

Meng Yan (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, 8 March, 2022 2:39 PM
To: csongauto csongauto; 'SUR'; assignments
Cc: Pauline Tham; Claims Dept of CTI
Subject: RE: OUR REF: SNM22D201590/C02/GBD8052C/THAMYL & YOUR REF: SMG4417P TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please proceed to survey the vehicle.

Thank you.

** Note: Please cc to 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 or fax at 6224 7175. 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: csongauto csongauto <csongauto.claims@yahoo.com>
Sent: Tuesday, 8 March 2022 2:35 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jenny Lew <jenny.lew@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Subject: Re: OUR REF: SNM22D201590/C02/GBD8052C/THAMYL & YOUR REF: SMG4417P 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.

We would like to engage **LKK** to conduct the PRI.

Warmest Regards,
C.S.ONG AUTO PTE LTD

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK Autopoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto.claims@yahoo.com

On Tuesday, 8 March 2022, 11:13:54 am SGT, C. S. ONG AUTO PTE. LTD. <csongauto@yahoo.com.sg> wrote:

Hi,

Kindly assist to reply CTI on which surveyor we are choosing.

Aside, kindly sent all future correspondences to the following: csongauto.claims@yahoo.com who is copied in this email

Thank you

Warmest Regards,
XINMIN ONG
C. S. ONG AUTO PTE. LTD.

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK AutoPoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto@yahoo.com.sg

On Tuesday, 8 March 2022, 11:10:35 am SGT, Jenny Lew <jenny.lew@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: SNM22D201590/C02/GBD8052C/thamyl
Your reference: SMG4417P

Dear Sirs / Madam,

ACCIDENT INVOLVING GBD8052C & SMG4417P on 07/03/2022

We refer to your email of 07/03/2022.

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)

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 Pauline Tham 6389 6541 and email us at claimsdept@sg.cntaiping.com

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jenny Lew

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 8 March 2022 10:31 am
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>;
csongauto@yahoo.com.sg
Subject: FW: OUR REF: SNM22D201590/C02/GBD8052C/THAMYL & YOUR REF: SMG4417P TO CONDUCT PRS

WITHOUT PREJUDICE
via EMAIL ONLY

URGENT

Dear Jenny,

Please refer to the appended email.

Please **conduct PRS SMG4417P** soonest possible on behalf of Pauline Tham

Please contact our claims department **Pauline Tham 6389 6541** 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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Angie Foo

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
Sent: Monday, March 7, 2022 5:09 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; csongauto csongauto <csongauto.claims@yahoo.com>
Subject: OUR REF: SNM22D201590/C02/GBD8052C/THAMYL & YOUR REF: SMG4417P TO CONDUCT PRS

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Pauline,

Please refer to the appended email.

Please **conduct PRS SMG4417P** soonest possible.

Please contact our claims department **Pauline Tham 6389 6541** the officer in charge.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo
Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: csongauto csongauto <csongauto.claims@yahoo.com>
Sent: Monday, March 7, 2022 12:13 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: PRI ARRANGEMENT FOR VEHICLE: SMG4417P

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NOTICE OF ACCIDENT

To: Motor Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: claimsdept@sg.cntaiping.com

Dear Sir/ Madam,

We are instructed by our client to notify you of a road traffic accident on **07/03/2022** at about **0715hrs** along **TAMPINES AVE 11 AND TAMPINES INDUSTRIAL AVE 2 JUNCTION** involving our client's vehicle registration number **SMG4417P** and vehicle registration number **GBD8052C** driven by you or your authorised driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client / we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer 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 / we shall proceed to repair the vehicle without further reference to you.

Please be informed that the said vehicle can be inspected at:

Name of Workshop: C. S. Ong Auto Pte Ltd

Address: 10, Ang Mo Kio Industrial Park 2A

AMK Autopoint #02-16

Singapore (568047)

Warmest Regards,
C.S.ONG AUTO PTE LTD

Blk 10, Ang Mo Kio Ind Park 2A,
#02-16 AMK Autopoint, Singapore 568047
Tel: 6484 1933 | Fax: 6484 1922
E-Mail: csongauto.claims@yahoo.com