

## Meng Yan

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Tuesday, 15 March 2022 6:16 PM  
**To:** Yao Tianhao; Ang Chong Boon; assignments@lkkauto.com; Admin A  
**Cc:** Seah Hai Hua; Linda Yeung Fook Mooi; Zhang Xi; Adam Ng Yeow Hian  
**Subject:** RE: SNM22D201710/C02/YN9175A/TAYHP / RE: SBS 6001J involved in an accident with YN 9175A on 10 Mar 2022

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with SBSTRANSIT 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

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**From:** Yao Tianhao <yaoth@sbstransit.com.sg>  
**Sent:** Tuesday, 15 March 2022 5:30 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>; Ang Chong Boon <angcb@sbstransit.com.sg>  
**Cc:** Seah Hai Hua <seahhh@sbstransit.com.sg>; Linda Yeung Fook Mooi <lindayeung@sbstransit.com.sg>; Zhang Xi <zhangxi@sbstransit.com.sg>; Adam Ng Yeow Hian <adamngyh@sbstransit.com.sg>  
**Subject:** Re: SNM22D201710/C02/YN9175A/TAYHP / RE: SBS 6001J involved in an accident with YN 9175A on 10 Mar 2022

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**\* We have no objection to your panel of surveyors. Please appoint any surveyor from your panel to conduct the pre-repair survey.**

Thanks and Regards,  
Tianhao  
Bus Safety (Investigation)

SBS Transit Ltd  
DID: 6383 7282  
Fax: 6283 1393

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Tuesday, 15 March 2022 2:38 pm  
**To:** Ang Chong Boon <[angcb@sbstransit.com.sg](mailto:angcb@sbstransit.com.sg)>  
**Cc:** Seah Hai Hua <[seahhh@sbstransit.com.sg](mailto:seahhh@sbstransit.com.sg)>; Linda Yeung Fook Mooi <[lindayeung@sbstransit.com.sg](mailto:lindayeung@sbstransit.com.sg)>; Yao Tianhao <[yaoth@sbstransit.com.sg](mailto:yaoth@sbstransit.com.sg)>; Zhang Xi <[zhangxi@sbstransit.com.sg](mailto:zhangxi@sbstransit.com.sg)>; Adam Ng Yeow Hian <[adamngyh@sbstransit.com.sg](mailto:adamngyh@sbstransit.com.sg)>  
**Subject:** RE: SNM22D201710/C02/YN9175A/TAYHP / RE: SBS 6001J involved in an accident with YN 9175A on 10 Mar 2022

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

**Sent:** Tuesday, 15 March 2022 1:47 PM

**To:** Ang Chong Boon <[angcb@sbstransit.com.sg](mailto:angcb@sbstransit.com.sg)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Seah Hai Hua <[seahhh@sbstransit.com.sg](mailto:seahhh@sbstransit.com.sg)>; Linda Yeung Fook Mooi <[lindayeung@sbstransit.com.sg](mailto:lindayeung@sbstransit.com.sg)>; Yao Tianhao <[yaoth@sbstransit.com.sg](mailto:yaoth@sbstransit.com.sg)>; Zhang Xi <[zhangxi@sbstransit.com.sg](mailto:zhangxi@sbstransit.com.sg)>; Adam Ng Yeow Hian <[adamngyh@sbstransit.com.sg](mailto:adamngyh@sbstransit.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM22D201710/C02/YN9175A/TAYHP / RE: SBS 6001J involved in an accident with YN 9175A on 10 Mar 2022

Without Prejudice

Dear Irene,

Please conduct PRS for SBS 6001J.

Note: officer in charge Irene Tay 63896192.

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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.

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

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**From:** Ang Chong Boon <[angcb@sbstransit.com.sg](mailto:angcb@sbstransit.com.sg)>  
**Sent:** Tuesday, 15 March 2022 12:48 pm  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Seah Hai Hua <[seahhh@sbstransit.com.sg](mailto:seahhh@sbstransit.com.sg)>; Linda Yeung Fook Mooi <[lindayeung@sbstransit.com.sg](mailto:lindayeung@sbstransit.com.sg)>; Yao Tianhao <[yaoth@sbstransit.com.sg](mailto:yaoth@sbstransit.com.sg)>; Zhang Xi <[zhangxi@sbstransit.com.sg](mailto:zhangxi@sbstransit.com.sg)>; Adam Ng Yeow Hian <[adamngyh@sbstransit.com.sg](mailto:adamngyh@sbstransit.com.sg)>  
**Subject:** SBS 6001J involved in an accident with YN 9175A on 10 Mar 2022

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Good day Sirs / Mdms,

Please be informed that an accident involving SBS Transit bus SBS 6001J and your insured vehicle YN 9175A on 10 Mar 2022 at 1118hrs at the controlled T-junction of Tampines Central 1 and Tampines Central 2.

Kindly let us know **within 2 working days from the date of this notice** if you wish to carry out or waive a pre-repair inspection.

If we do not hear from you **within the next 2 working days**, we shall proceed to repair our vehicle without further notice to you.

**\* We have no objection to your panel of surveyors. Please appoint any surveyor from your panel to conduct the pre-repair survey.**

Workshop Address:

Bedok North  
Depot

1470 Bedok  
North Ave 4  
Singapore  
489946  
Fax: 624436811

To arrange for inspection  
Please contact: Zhang Xi / Adam Ng

Office number: 62444515 / 62444517 (96774088)  
Email of contact person: [zhangxi@sbstransit.com.sg](mailto:zhangxi@sbstransit.com.sg) / [adamngyh@sbstransit.com.sg](mailto:adamngyh@sbstransit.com.sg)

Thank you

Regards  
Ang Chong Boon

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