

## Meng Yan (LKK Auto)

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**From:** Chee So Chow <sochow.chee@sg.cntaiping.com>  
**Sent:** Monday, 28 March, 2022 8:48 AM  
**To:** Admin A; Summer Lee (LKK Auto)  
**Subject:** FW: SNM22D202026C02- Accident involving motor vehicle nos. SKM 8026 A & YQ 4321 L // Propose for Direct Settlement

Hi Team

Please conduct survey by Marcus.

### **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.

Thanks and Best Regards

Chee So Chow  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Main: (65) 6389 6116 | F: (65) 6222 5879  
Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**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:** Yik Chan Hoe <chanhoe.yik@cyclecarriage.com.sg>  
**Sent:** Monday, March 28, 2022 7:55 AM  
**To:** Chee So Chow <sochow.chee@sg.cntaiping.com>  
**Subject:** RE: SNM22D202026C02- Accident involving motor vehicle nos. SKM 8026 A & YQ 4321 L // Propose for Direct Settlement

**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 So Chow,

Our choice of surveyor is 1. MARCUS CHUA.

Thanks & Regards,

Yik Chan Hoe  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
Pandan Loop Service Center

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**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Sent:** Saturday, 26 March 2022 4:00 pm

**To:** Yik Chan Hoe <[chanhoe.yik@cyclecarriage.com.sg](mailto:chanhoe.yik@cyclecarriage.com.sg)>

**Subject:** RE: SNM22D202026C02- Accident involving motor vehicle nos. SKM 8026 A & YQ 4321 L // Propose for Direct Settlement

**This email was sent from outside of your organisation**

Dear Yik Chan Hoe

We refer to your email of 24/03/2022.

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. MARCUS CHUA 6. BEN CHUA
2. GARY SOON 7. MOHD TAUFIKH
3. KENNETH KONG 8. NG YOU HAN
4. CHOW BO XIONG 9. STEVE CHEN
5. ADRIAN LING 10. HENRY NG

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.

We are unable to revert on direct settlement as our insured need to comply with policy terms and conditions before we can discuss on liability.

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7175. Any inconvenience caused is much regretted.

Thanks and Best Regards

Chee So Chow  
Claims Department

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W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) I FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) I WeChat: 太平狮城  
Taiping SG

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-----Original Message-----

From: Yik Chan Hoe <[chanhoe.yik@cyclecarriage.com.sg](mailto:chanhoe.yik@cyclecarriage.com.sg)>  
Sent: Thursday, 24 March 2022 9:25 AM  
To: Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
Subject: Accident involving motor vehicle nos. SKM 8026 A & YQ 4321 L // Propose for Direct Settlement

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.

To: China Taiping Ins.  
Attn: Motor Claims Dept

RE: Accident involving motor vehicle nos. SKM 8026 A & YQ 4321 L along 219 Kallang Bahru, Accident date: 23/03/2022

Dear Sir/Mdm,

This email is with regards to the above accident which has been reported by our

customer.

We have since been instructed by him/her (motor vehicle number SKM 8026 A), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number YQ 4321 L) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at [chanhoe.yik@cyclecarriage.com.sg](mailto:chanhoe.yik@cyclecarriage.com.sg)

Thanks & Regards,

Yik Chan Hoe  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
Pandan Loop Service Center  
Mobile: 9186 5109 | DID: 6771 4353 | Fax: 6872 1272

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