

## Celine Fong (LKKAUTO)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Wednesday, 30 March 2022 9:18 AM  
**To:** HD Perfect Autowork; SUR; assignments  
**Cc:** Claims Dept of CTI; Adeline Chng  
**Subject:** RE: OUR REF: SNM22D202144/C02/SKA3G/CHNGPW & YOUR REF: SMW1635L -TO CONDUCT PRS & REVERT ON DIRECT SETTLEMENT

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](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. 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:** 太平狮城 Taiping SG

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**From:** HD Perfect Autowork <hdperfectautowork@gmail.com>  
**Sent:** Wednesday, 30 March 2022 9:16 am  
**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Subject:** Re: OUR REF: SNM22D202144/C02/SKA3G/CHNGPW & YOUR REF: SMW1635L -TO CONDUCT PRS & REVERT ON 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 Jenny,

We refer to your email dated 30/03/2022.

Please arrange **Adrian Ling (LKK)** to come and conduct the survey for vehicle SMW1635L.

Thank You.

Regards,

**Irene**

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Wed, Mar 30, 2022 at 8:41 AM Jenny Lew <[jenny.lew@sg.entaiping.com](mailto:jenny.lew@sg.entaiping.com)> wrote:

**Without Prejudice**

**Our reference: SNM22D202144/C02/SKA3G/chngpw**

**Your reference: SMW1635L**

Dear Sirs / Madam,

**ACCIDENT INVOLVING SKA3G & SMW1635L on 28/03/2022**

We refer to your email of 29/03/2022.

**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 Adeline Chng 6389 6155 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.**

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

**Sent:** Tuesday, 29 March 2022 6:45 pm

**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; Adeline Chng

<[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; '[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)'

<[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>

**Subject:** OUR REF: SNM22D202144/C02/SKA3G/CHNGPW & YOUR REF: SMW1635L -TO CONDUCT PRS & REVERT ON DIRECT SETTLEMENT

**Without Prejudice**

**via email only**

Dear Jenny,

Please refer to the below email.

Please **conduct PRS SMW1635L & revert on Direct Settlement** soonest possible on behalf of Adeline Chng.

Please contact our claims department **Adeline Chng** at **6389 6155**, 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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**From:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>  
**Sent:** Tuesday, March 29, 2022 11:00 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** SMW1635L (Pre-Inspection) / Your Vehicle : SKA3G | DOA - 28/03/2022

**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 Sir / Madam,

We are instructed by **Kevin Ho Choon Wei** to notify you of a road traffic accident on **28/03/2022** at about **16:25 hours** at/along **PIE(Changi) Before Thomson Road Exit** involving our client's/customer's vehicle registration number **SMW1635L** and vehicle registration number **SKA3G** (your insured) at the material time.

As a result of the accident, our client's/customer'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.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

*Shanelle Lim*

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875