

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 27 May 2022 10:15 AM
To: 'Chee So Chow'; SUR
Subject: RE: SNM22D202346C02 - Accident Involving SLT2545J (GRAB) & PZ5551S DOA: 05.04.2022 (VEH GROUNDED)
Attachments: SLT2545J IA.pdf

Dear Ms Chee,

Enclosed herewith preliminary advice of SLT 2545J.

Kindly assist to create claim in Merimen System.

The make & model is TOYOTA PRIUS HYBRID 1.8 CVT.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Thursday, 7 April 2022 9:30 AM
To: 'Chee So Chow' <sochow.chee@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SNM22D202346C02 - Accident Involving SLT2545J (GRAB) & PZ5551S DOA: 05.04.2022 (VEH GROUNDED)

Dear So Chow,

Thank you for the assignment.

**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 | fax: 6256-4315

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

From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Wednesday, 6 April, 2022 6:35 PM
To: Admin A <admin-a@lkkauto.com>; Summer Lee (LKK Auto) <admin-d@lkkauto.com>
Cc: Celine Fong (LKKAuto) <celinefong@lkkauto.com>
Subject: RE: SNM22D202346C02 - Accident Involving SLT2545J (GRAB) & PZ5551S DOA: 05.04.2022 (VEH GROUNDED)

Hi Team

Please arrange MOHD TAUFIKH to conduct the survey.

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.

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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Sent: Wednesday, April 6, 2022 4:48 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: claimstatusenquiry <claimstatusenquiry@borneomotors.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM22D202346C02 - Accident Involving SLT2545J (GRAB) & PZ5551S DOA: 05.04.2022 (VEH GROUNDED)

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Dear So Chow,

We would like to choose MOHD TAUFIKH to conduct the survey.

Appreciate if you could revert the liability soonest.

Thank you.

Regards,
Ashlyn

From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Wednesday, 6 April 2022 4:23 pm
To: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Cc: claimstatusenquiry <claimstatusenquiry@borneomotors.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE:SNM22D202346C02 - Accident Involving SLT2545J (GRAB) & PZ5551S DOA: 05.04.2022 (VEH GROUNDED)

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Dear Ashlyn

We refer to your email of 04/02/2021.

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.

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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

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Sent: Wednesday, April 6, 2022 1:47 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: claimstatusenquiry <claimstatusenquiry@borneomotors.com.sg>
Subject: Direct Settlement (ST) - Accident Involving SLT2545J (GRAB) & PZ5551S DOA: 05.04.2022 (VEH GROUNDED)

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.

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **PZ5551S** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

D: 6631 1874 | F: 6872 7260 | E: Ashlyn.chng@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg