

Meng Yan

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Thursday, 14 April 2022 11:24 AM
To: Zila @ Ah Lim Motor Company; Mui Hong @ Ah Lim Motor
Cc: Admin A; assignments@lkkauto.com
Subject: RE: SNM22D202556/C02/SNE5699J/TAYHP / RE: ARRANGE SURVEY - OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with AH LIM MOTOR to conduct survey.

Aside to AH LIM Motor;

Please let us have a copy of your client's report.

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

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

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From: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Sent: Thursday, 14 April 2022 11:10 AM
To: Irene Tay <irene.tay@sg.cntaiping.com>; Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Subject: RE: SNM22D202556/C02/SNE5699J/TAYHP / RE: ARRANGE SURVEY - OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

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Hi Irene,

We choose Kenneth to be the surveyor.
Thanks.

Regards
Zila

Ah Lim Motor (AMK)
10 Ang Mo Kio Ind Pk 2A
#01-09 AMK AUTOPOINT
S568047
TEL: 64831244 Fax: 64836170

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Thursday, 14 April 2022 11:05 AM
To: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Cc: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Subject: RE: SNM22D202556/C02/SNE5699J/TAYHP / RE: ARRANGE SURVEY - OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

Without Prejudice

Save as to cost

Dear Sirs / Madam,

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.

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

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Irene Tay

Claims Department (Motor Division)

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Thursday, 14 April 2022 10:00 AM

To: 'Mui Hong @ Ah Lim Motor' <muihong@ahlimmotor.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>

Subject: O/R: SNM22D202556/C02/SNE5699J/TAYHP / RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

Without Prejudice

Dear Irene,

Please conduct PRS for SLJ5713Z.

Note: officer in charge Irene Tay 63896192.

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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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城
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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 14 April 2022 9:27 AM
To: 'Mui Hong @ Ah Lim Motor' <muihong@ahlimmotor.com.sg>
Cc: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022
Importance: High

Without Prejudice

Dear Sir,

Pls provide lta letter for change of car plate to pass endorsement for pri.

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From: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Sent: Wednesday, 13 April 2022 4:27 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

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Dear Claims,

We refer to the above case.

We understand that your insured has updated his new vehicle number - SNE5699J In replacement of SMQ8088B to his insurance agent. The above new information may take a while to reflect on your system ? Pls do let us know if eventually it has been updated that SNE5699J (Replacing vehicle number SMQ8088B) is indeed insured with China TaiPing

I have similarly emailed to LTA to seek clarification and highlight the non coverage of the car (as per informed by China TaiPing) despite of the results from LTA Website search indicating car is Insured with China.

Best Regards,

Kee Mui Hong
Ah Lim Motor @ AMK
10, Ang Mo Kio Industrial Park 2A
#01-09 AMK Autopoint S568047
Tel : 6483 1244 Fax : 6483 6170

From: Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]
Sent: Wednesday, 13 April 2022 2:27 PM
To: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Cc: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

Without Prejudice

Dear Sir,

Refer to telcon with your colleague earlier.

As spoken, pls assist to proof cover to process pri. You may request lta letter to proof pri.

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Thank you

Chong Boon Sen
Claims Department

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From: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Sent: Wednesday, 13 April 2022 9:23 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022
Importance: High

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Hi Boon Sen,

As per our conversation yesterday, you have mentioned that the policy num which I have provided (DMPCSNW00079762200) belongs to a different car plate num (SMQ8088B). Kindly help me to check if there is any LTA letter for the num plate retention under the policy provided.
Pls let me know soonest so that I can advise my insured accordingly.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

From: Zila @ Ah Lim Motor Company
Sent: Tuesday, 12 April 2022 3:40 PM
To: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>
Cc: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

Hi Boon Sen,

Kindly refer to this policy num of your insured veh – DMPCSNW00079762200
Kindly advise me if there is still no report from your side.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 12 April 2022 12:51 PM
To: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Cc: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

Without Prejudice

Dear Sir,

Double checked not able to confirm cover. Can ask lta to check for update.

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Thank you

Chong Boon Sen
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From: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Sent: Tuesday, 12 April 2022 11:27 AM
To: Claims Dept of CTI claimsdept@sg.cntaiping.com
Cc: Mui Hong @ Ah Lim Motor muihong@ahlimmotor.com.sg
Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

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Hi Boon Sen,

Pls refer to the attached lta search for your reference.
Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Tuesday, 12 April 2022 11:23 AM

To: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>

Cc: Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>

Subject: RE: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

Without Prejudice

Dear Sir,

We do not seem to be able to confirm cover for SNE5699J.

Pls provide proof for us to assist on pri.

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Thank you

Chong Boon Sen

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From: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>
Sent: Tuesday, 12 April 2022 10:24 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>
Subject: ARRANGE SURVEY – OUR INSURED SLJ5713Z & YOUR INSURED SNE5699J DOA: 11/04/2022

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Hi Claim Team,

Please kindly arrange survey.

Note: Vehicle not in – To be arrange.

Please kindly advise the liability.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170