

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Friday, 10 June 2022 6:29 PM  
**To:** Irene Tay; SUR  
**Subject:** RE: SNM22D202828/C02/SLN5560B/TAYHP / RE: Accident involving SKZ 6966 G & SLN 5560 B on 25/04/2022 (PRE-REPAIR SURVEY REQUEST)  
**Attachments:** SKZ6366G IA.pdf

Dear Irene,

Enclosed herewith preliminary advice of SKZ 6966G.

Kindly assist to create claim in Merimen System.

The make & model is HONDA CITY 1.5 SV CVT.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

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

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**From:** Admin-D (LKKAuto) <admin-d@lkkauto.com>

**Sent:** Wednesday, 27 April 2022 1:47 PM

**To:** Irene Tay <irene.tay@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Subject:** RE: SNM22D202828/C02/SLN5560B/TAYHP / RE: Accident involving SKZ 6966 G & SLN 5560 B on 25/04/2022 (PRE-REPAIR SURVEY REQUEST)

Dear Irene,

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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Wednesday, 27 April 2022 10:55 AM

**To:** Assessment Department <[assessment@jewmotors.com](mailto:assessment@jewmotors.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims Department <[claims@jewmotors.com](mailto:claims@jewmotors.com)>; Admin Department <[admin@jewmotors.com](mailto:admin@jewmotors.com)>

**Subject:** RE: SNM22D202828/C02/SLN5560B/TAYHP / RE: Accident involving SKZ 6966 G & SLN 5560 B on 25/04/2022 (PRE-REPAIR SURVEY REQUEST)

Dear Sir/Mdm (LKK),

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

Aside to JEW MOTOR;

Please let us have a copy of your client's SAS 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](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:** Assessment Department <[assessment@jewmotors.com](mailto:assessment@jewmotors.com)>

**Sent:** Tuesday, 26 April 2022 5:50 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Claims Department <[claims@jewmotors.com](mailto:claims@jewmotors.com)>; Admin Department <[admin@jewmotors.com](mailto:admin@jewmotors.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** Re: SNM22D202828/C02/SLN5560B/TAYHP / RE: Accident involving SKZ 6966 G & SLN 5560 B on 25/04/2022 (PRE-REPAIR SURVEY REQUEST)

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign LKK TAUFIKH to conduct the survey.

Thank you.

*Regards,*

JOHN  
Motor Claims Department  
Tel: 9199 7483

*The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.*

On Tue, 26 Apr 2022 at 17:26, Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)> wrote:

WITHOUT PREJUDICE

Dear Sir/Mdm,

We refer to your email of 26/04/2022.

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. 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 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.

### **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

**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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**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 26 April 2022 5:11 PM  
**To:** 'Assessment Department' <[assessment@jewmotors.com](mailto:assessment@jewmotors.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** Claims Department <[claims@jewmotors.com](mailto:claims@jewmotors.com)>; Admin Department <[admin@jewmotors.com](mailto:admin@jewmotors.com)>  
**Subject:** O/R: SNM22D202828/C02/SLN5560B/TAYHP / RE: Accident involving SKZ 6966 G & SLN 5560 B on 25/04/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Irene,

Please conduct PRS for SKZ6966G.

Note: officer in charge Irene Tay 63896192.

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

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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平  
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**From:** Assessment Department <[assessment@jewmotors.com](mailto:assessment@jewmotors.com)>  
**Sent:** Tuesday, 26 April 2022 11:49 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Claims Department <[claims@jewmotors.com](mailto:claims@jewmotors.com)>; Admin Department <[admin@jewmotors.com](mailto:admin@jewmotors.com)>

**Subject:** Accident involving SKZ 6966 G & SLN 5560 B on 25/04/2022 (PRE-REPAIR SURVEY REQUEST)

**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.

Without Prejudice

Dear Sir/ Mdm,.

We refer to the above matter.

We represent our client, T NAKULAN to notify you of the aforesaid accident involving our client' s vehicle SKZ6966G and your insured' s vehicle SLN5560B on 25/04/2022 at 1802HRS along JUNCTION OF WOODLANDS AVE 7AND GAMBAS AVE.

This serves as a **NOTICE** that we are claiming against SLN5560B for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client' s and your intention to conduct a pre-repair survey of our client' s vehicle, along with your list of at least **ten (10) motor surveyors**.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client' s vehicle without further reference to your insured or you.

**Premises for the Pre-repair inspection:** 60 Jalan Lam Huat #03-72 Carros Centre Singapore 737869

**Contact Person:** JOHN ( 9199 7483 )

**Contact Email:** [assessment@jewmotors.com](mailto:assessment@jewmotors.com)

VEH IN (Date & Time) : 26/04/2022

PRS ARRANGEMENT (Date & Time) : 27/04/2022 after 1400hrs

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

JOHN

Motor Claims Department

Tel: 9199 7483