

Admin-D (LKKAUTO)

From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Wednesday, 27 April 2022 5:00 PM
To: Admin A; Admin-D (LKKAUTO)
Subject: RE: SNM22D202860C02 - Request TP Claim Survey for SJS6199C & SLZ5811P on 12.04.2022

Hi Team

Please arrange survey by Steve Chen.

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](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

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

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From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>
Sent: Wednesday, April 27, 2022 2:11 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jackson Teo Ban Chye <jackson.teo@ethozprotect.com>; Larry Lee Kim Hwee <Larry.Lee@ethozprotect.com>
Subject: RE: SNM22D202860C02 - Request TP Claim Survey for SJS6199C & SLZ5811P on 12.04.2022

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Dear So Chow,

Please make arrangement for Steve Chen to conduct the survey at Ethoz Bukit Batok.

Selamatshahh Zainal
Senior Executive
Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7543

Website: www.ethozgroup.com



From: Chee So Chow <sochow.chee@sg.cntaiping.com>

Sent: Wednesday, April 27, 2022 1:44 pm

To: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>; Claims Dept of CTI
<claimsdept@sg.cntaiping.com>

Cc: Jackson Teo Ban Chye <jackson.teo@ethozprotect.com>

Subject: RE: SNM22D202860C02 - Request TP Claim Survey for SJS6199C & SLZ5811P on 12.04.2022

[EXTERNAL EMAIL] This email originated from a non-ETHOZ GROUP address. Please exercise caution when clicking links or opening attachments from external sources.

Dear Selamatshahh Zainal

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. 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

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From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>
Sent: Tuesday, April 26, 2022 2:28 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jackson Teo Ban Chye <jackson.teo@ethozprotect.com>
Subject: Request TP Claim Survey for SLZ5811P

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 Motor Claims,

Please assist to make arrangement for TP survey **SLZ5811P** accident on 12/04/2022. Claiming against your insured **SJS6199C**. A copy of the accident report and estimate is enclosed. Vehicle can be survey at Ethoz 30 Bukit Batok Crescent.

Before we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.

Selamatshahh Zainal
Senior Executive
Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075
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