

Meng Yan

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Friday, 29 April 2022 11:57 AM
To: Assessment Department; 'SUR'; assignments
Cc: Claims Department; Admin Department; Claims Dept of CTI
Subject: RE: SNM22D202884/C02/SJU3898C/LEWLC / FW: Accident involving SNA 5016 B & SJU 3898 C on 28/04/2022 (PRE-REPAIR SURVEY REQUEST)

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 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 or fax at [6224 7175](tel:62247175). 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) 6225 5879

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

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From: Assessment Department <assessment@jewmotors.com>
Sent: Friday, April 29, 2022 11:55 AM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: SNM22D202884/C02/SJU3898C/LEWLC / FW: Accident involving SNA 5016 B & SJU 3898 C on 28/04/2022 (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,

Kindly assign 9. Mohd Taufikh (LKK) 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 Fri, 29 Apr 2022 at 11:46, Jenny Lew <jenny.lew@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: SNM22D202884/C02/SJU3898C/lewlc

Your reference: SNA5016B

Dear Sirs / Madam,

ACCIDENT INVOLVING SJU3898C & SNA5016B on 28/04/2022

We refer to your email of 28/04/2022.

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 Jenny Lew 6389 6172 and email us at claimsdept@sg.cntaiping.com

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

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Regards,

Jenny Lew

Executive

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

Sent: Friday, April 29, 2022 11:34 AM

To: Assessment Department <assessment@jewmotors.com>; Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>

Subject: O/R: SNM22D202884/C02/SJU3898C/LEWLC / FW: Accident involving SNA 5016 B & SJU 3898 C on 28/04/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Jenny,

Please conduct PRS for SNA5016B.

Note: officer in charge Jenny Lew 63896172.

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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 Taiping SG

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the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter

From: Assessment Department <assessment@jewmotors.com>

Sent: Friday, 29 April 2022 9:40 AM

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

Cc: Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>

Subject: Re: Accident involving SNA 5016 B & SJU 3898 C on 28/04/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,.

Kindly take note there's a typo for the previous email. Your insured is **SJU3898C**.

Attached the LTA search

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 Fri, 29 Apr 2022 at 09:34, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Sir,

We do not seem to be able to confirm cover for SJU3898L.

Kindly proof cover to process pri.

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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

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From: Assessment Department <assessment@jewmotors.com>
Sent: Thursday, 28 April 2022 4:52 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Claims Department <claims@jewmotors.com>; Admin Department <admin@jewmotors.com>
Subject: Accident involving SNA 5016 B & SJU 3898 L on 28/04/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm.,

We refer to the above matter.

We represent our client, to notify you of the aforesaid accident involving our client's vehicle SNA5016B and your insured's vehicle SJU3898L on 28/04/2022 at 075HRS along KJE (PIE, TUAS) BEFORE WOODLANDS RD EXIT.

This serves as a **NOTICE** that we are claiming against SJU3898L 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

VEH IN (Date & Time) : 28/04/2022

PRS ARRANGEMENT (Date & Time) : 29/04/2022 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.

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JOHN

Motor Claims Department

Tel: 9199 7483