

## Admin-D (LKKAUTO)

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Thursday, 28 April 2022 5:55 PM  
**To:** Assessment Dept; SUR; Admin-D (LKKAUTO); assignments  
**Cc:** Claims Dept of CTI; Claims Dept; Joseph Koh  
**Subject:** RE: O/R: SNM22D202870/C02/GX7546L/THAMYL / RE: Accident involving SJU 8371 Y & GX 7546 L on 27/04/2022 (PRE-REPAIR SURVEY REQUEST)

### Without Prejudice

Hi Dennis,

Thanks for your reply.

Hi LKK

Please conduct PRS.

\*\* 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.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Assessment Dept <assessment\_ral@bifrostauto.com>  
**Sent:** Thursday, April 28, 2022 5:30 PM

**To:** Pauline Tham <pauline.tham@sg.cntaiping.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Claims Dept <claims\_rar@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>

**Subject:** Re: O/R: SNM22D202870/C02/GX7546L/THAMYL / RE: Accident involving SJU 8371 Y & GX 7546 L on 27/04/2022 (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 LKK to conduct the survey.

Thank you.

*Regards,*

Dennis Ting  
Motor Claims Department  
Tel: 9385 5409

*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 Thu, 28 Apr 2022 at 16:25, Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)> wrote:

**Without Prejudice**

Dear Sirs

We refer to your email of even date.

We intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop.

We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

Marcus Chua (LKK)	Gary Soon (FTA)
Kenneth Kong (LKK)	Chow Bo Xiong (FTA)
Adrian Ling (LKK)	Ben Chua (FTA)
Mohd Taufikh (LKK)	Ng You Han (FTA)
Steve Chen (LKK)	Henry Ng (FTA)

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

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.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Thanks.

**Pauline Tham**

Claims Department

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Sent:** Thursday, April 28, 2022 3:35 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>

**Subject:** Re: O/R: SNM22D202870/C02/GX7546L/THAMYL / RE: Accident involving SJU 8371 Y & GX 7546 L on 27/04/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

May I have the list of surveyors please ?

PLEASE TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

Thank you.

*Regards,*

Dennis Ting

Motor Claims Department

Tel: 9385 5409

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On Thu, 28 Apr 2022 at 12:04, Assessment Dept <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)> wrote:

Without Prejudice

Dear Sir/ Mdm,

May I have the list of surveyor please.

Thank you.

Regards,

Dennis Ting

Motor Claims Department

Tel: 9385 5409

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On Thu, 28 Apr 2022 at 10:38, Claims Dept of CTI <[claimsdept@sg.entaiping.com](mailto:claimsdept@sg.entaiping.com)> wrote:

Without Prejudice

Dear Pauline,

Please conduct PRS for SJU8371Y. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Pauline Tham 63896541.

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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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Sent:** Wednesday, 27 April 2022 3:02 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>  
**Subject:** Accident involving SJU 8371 Y & GX 7546 L on 27/04/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, LAU YEK CHEONG to notify you of the aforesaid accident involving our client's vehicle SJU8371Y and your insured's vehicle GX7546L on 27/04/2022 at 1135HRS along MELROSE DRIVE TOWARDS SUNDRIDGE PARK RD.

This serves as a **NOTICE** that we are claiming against GX7546L 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:** 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

**Contact Person:** DENNIS TING ( 93855409)

**Contact Email:** [claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)

VEH IN (Date & Time) : 27/04/2022

PRS ARRANGEMENT (Date & Time) : 28/04/2022 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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DENNIS TING

Motor Claims Department

Tel: 9385 5409