

Meng Yan

From: Billy Tan <billy.tan@sg.cntaiping.com>
Sent: Tuesday, 10 May 2022 2:27 PM
To: Mars Ler; 'SUR'; assignments@lkkauto.com
Cc: Claims Dept of CTI; Renemer Bagang
Subject: RE: SNM22D203184/C02/SMW4350M/TANKW / FW: Re:Accident On 08/05/2022 Involving Our Insured SMM5479Y And Your Insured SMW4350M

[Confidential]

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 arrange and 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.

Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Mars Ler <mars.ler@ccfulco.com.sg>
Sent: Tuesday, May 10, 2022 2:26 PM
To: Billy Tan <billy.tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Subject: RE: SNM22D203184/C02/SMW4350M/TANKW / FW: Re:Accident On 08/05/2022 Involving Our Insured SMM5479Y And Your Insured SMW4350M

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.

Dear Billy,

Please kindly arrange 6. Marcus Chua (LKK) for PRS.

In view of the current COVID-19 situation , please bear with us should there be some service delay during this period .

Thank you,

Best regards

Mars Ler
Executive - Motor Claims
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 Ubi Road 3 Singapore 408650
D/D 65949163 H/P 91792566

From: Billy Tan [<mailto:billy.tan@sg.cntaiping.com>]
Sent: Tuesday, 10 May, 2022 12:37 PM
To: Mars Ler <mars.ler@ccfulco.com.sg>; Renemer Bagang <renemer.bagang@ccfulco.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM22D203184/C02/SMW4350M/TANKW / FW: Re:Accident On 08/05/2022 Involving Our Insured SMM5479Y And Your Insured SMW4350M

[Confidential]

Without Prejudice

Dear Sirs / Madam,

ACCIDENT INVOLVING SMW4350M & SMM5479Y on 08/05/2022

We refer to your email of 10/05/2022.

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 contact Billy Tan @ 6389 6175 and email us at claimsdept@sg.cntaiping.com

** 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.

Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Tuesday, May 10, 2022 12:31 PM

To: 'mars.ler@ccfulco.com.sg' <mars.ler@ccfulco.com.sg>; 'renemer.bagang@ccfulco.com.sg' <renemer.bagang@ccfulco.com.sg>; Billy Tan <billy.tan@sg.cntaiping.com>

Subject: O/R: SNM22D203184/C02/SMW4350M/TANKW / FW: Re:Accident On 08/05/2022 Involving Our Insured SMM5479Y And Your Insured SMW4350M

Without Prejudice

Dear Billy,

Please conduct PRS for SMM5479Y.

Note: officer in charge Billy Tan 63896175.

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. 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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter

From: Mars Ler <mars.ler@ccfulco.com.sg>

Sent: Tuesday, 10 May 2022 9:01 AM

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

Cc: Renemer Bagang <renemer.bagang@ccfulco.com.sg>

Subject: Re:Accident On 08/05/2022 Involving Our Insured SMM5479Y And Your Insured SMW4350M

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.

Dear Motor Claims ,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes out client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey (Advance notice required 1 day ,vehicle with customer)

In view of the current COVID-19 situation , please bear with us should there be some service delay during this period .

Thank you,

Best regards

**Mars Ler
Executive - Motor Claims
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 Ubi Road 3 Singapore 408650
D/D 65949163 H/P 91792566**