

## Yan (LKK Auto)

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**From:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>  
**Sent:** Tuesday, 24 May 2022 12:34 PM  
**To:** Assessment Dept; assignments@lkkauto.com; sur@lkkauto.com  
**Cc:** claims\_rar@bifrostauto.com; claims@bifrostauto.com; Claims Dept of CTI; Pauline Tham  
**Subject:** RE: SNM22D203566/C02/SMP1101Y/THAMYL / RE: Accident involving SKZ 925 P & SMP 1101 Y on 21/05/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/Madam

Thank you for your email.

We will appoint LKK as SJE.

**Note: Our insured had not reported the accident. Please forward your client's accident report.**

Dear LKK

Please arrange to conduct PRS on without prejudice basis. Case owner: Pauline Tham

Best Regards,  
Cecilia Lee  
On behalf of Pauline Tham

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**From:** Assessment Dept <assessment\_ral@bifrostauto.com>  
**Sent:** Tuesday, 24 May 2022 11:27 am  
**To:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>  
**Cc:** claims\_rar@bifrostauto.com; claims@bifrostauto.com; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Subject:** Re: SNM22D203566/C02/SMP1101Y/THAMYL / RE: Accident involving SKZ 925 P & SMP 1101 Y on 21/05/2022 (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 Tue, 24 May 2022 at 11:22, Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)> wrote:

**Without Prejudice**

**Our reference: SNM22D203566/C02/SMP1101Y/THAMYL**

**Your reference: SKZ 925 P**

Dear Sirs,

We refer to your email of 23/05/2022.

Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.

1. 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)

1. 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.

1. 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.

1. 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.

Thank you.

**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.

Best Regards,

**Cecilia Lee**

Senior Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | 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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Tuesday, 24 May 2022 11:16 am

**To:** '[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)' <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; '[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)' <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; '[claims@bifrostauto.com](mailto:claims@bifrostauto.com)' <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Subject:** FW: SNM22D203566/C02/SMP1101Y/THAMYL / RE: Accident involving SKZ 925 P & SMP 1101 Y on 21/05/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Cecilia,

Please conduct PRS for SKZ925P. (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

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**From:** Assessment Dept <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)>  
**Sent:** Monday, 23 May 2022 6:03 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)>; Joseph Koh <[claims@bifrostable.com](mailto:claims@bifrostable.com)>  
**Subject:** Accident involving SKZ 925 P & SMP 1101 Y on 21/05/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, ANG SUA KAK to notify you of the aforesaid accident involving our client's vehicle SKZ925P and your insured's vehicle SMP1101Y on 21/05/2022 at 0950HRS along CTE TWDS CITY BEFORE ANG MO KIO AVE 1

This serves as a **NOTICE** that we are claiming against SMP1101Y 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)** : 23/05/2022

**PRS ARRANGEMENT (Date & Time)** : 24/05/2022 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.*

DENNIS TING

Motor Claims Department

Tel: 9385 5409