

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 8 June 2022 2:51 PM  
**To:** 'Chee So Chow'; SUR  
**Subject:** RE: SNM22D203863C02 - Accident involving vehicle no.: SJH7974H & SMT3366R on 11/05/2022 along Tampines Ave 10 (TP Claim)  
**Attachments:** SMT3366R IA.pdf

Dear Ms Chee,

Enclosed herewith preliminary advice of SMT 3366R.

Kindly assist to create claim in Merimen System.

The make & model is TOYOTA NOAH HYBRID 1.8X CVT.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 2 June 2022 2:40 PM

**To:** 'Chee So Chow' <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: SNM22D203863C02 - Accident involving vehicle no.: SJH7974H & SMT3366R on 11/05/2022 along Tampines Ave 10 (TP Claim)

Dear So Chow,

Thank you for the assignment.

**Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.**

**Please contact the undersign for survey arrangement.**

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Sent:** Thursday, 2 June 2022 2:19 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Summer Lee (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** FW: SNM22D203863C02 - Accident involving vehicle no.: SJH7974H & SMT3366R on 11/05/2022 along Tampines Ave 10 (TP Claim)

Hi Team

Please arrange Kenneth Kong to conduct PRS.

**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. 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](mailto:claimsdept@sg.cntaiping.com)

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:** Operation / Candy Ong <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>

**Sent:** Thursday, June 2, 2022 1:39 PM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

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

**Subject:** RE: SNM22D203863C02 - Accident involving vehicle no.: SJH7974H & SMT3366R on 11/05/2022 along Tampines Ave 10 (TP Claim)

**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 So Chow,

We hereby confirm and agreed Kenneth Kong to conduct the PRS survey of our client's vehicle

Best Regards,

Candy Ong

Tong Luck Auto Pte Ltd

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**From:** Chee So Chow [<mailto:sochow.chee@sg.cntaiping.com>]

**Sent:** Thursday, June 2, 2022 12:39 PM

**To:** 'Operation / Candy Ong' <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>

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

**Subject:** RE: SNM22D203863C02 - Accident involving vehicle no.: SJH7974H & SMT3366R on 11/05/2022 along Tampines Ave 10 (TP Claim)

Dear Candy

We refer to your email of 01/06/2022.

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

**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](mailto:claimsdept@sg.cntaiping.com)

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**From:** Operation / Candy Ong <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>  
**Sent:** Wednesday, June 1, 2022 4:55 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** RE: Accident involving vehicle no.: SMT3366R & SJH7974H on 11/05/2022 along Tampines Ave 10 (TP Claim)

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Dear All,

We have our client's instruction to notify you the above accident

Enclosed herewith documents for your information and necessary action

Kindly let us have your surveyor list and arrange for PRI survey of our client's vehicle at an earlier date

Thanks & regards,  
Candy Ong



***Tong Luck Auto Pte Ltd***

160 Sin Ming Drive

#07-01/06 Sin Ming Autocity

Singapore 575722

Tel: 6250 0088 Fax: 6250 5545

Email: [operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)