

## Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Friday, 3 June 2022 10:22 AM  
**To:** joel@falconair.com.sg; assignments@lkkauto.com; Admin A  
**Subject:** RE: SNM22D203867/C02/SKW6112U/TAYHP / FW: 3pty claim against your insured SKW6112U(SJL5433U)

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with FALCONAIR to conduct survey.

Regards,

Irene Tay

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**From:** joel@falconair.com.sg <joel@falconair.com.sg>  
**Sent:** Friday, 3 June 2022 9:43 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Subject:** RE: SNM22D203867/C02/SKW6112U/TAYHP / FW: 3pty claim against your insured SKW6112U(SJL5433U)

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Dear Irene,

Pls assign Marcus Chua of LKK to conduct the survey.

Thanks and regards,  
Joel Ng  
Falcon-Air(Tampines)  
67897997

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Thursday, 2 June 2022 5:00 pm  
**To:** 'joel@falconair.com.sg' <[joel@falconair.com.sg](mailto:joel@falconair.com.sg)>  
**Subject:** RE: SNM22D203867/C02/SKW6112U/TAYHP / FW: 3pty claim against your insured SKW6112U(SJL5433U)

Dear Sirs,

We refer to your email

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)
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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,  
**Irene Tay**  
 Executive  
 Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
 DID: (65) 6389 6192 | 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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**Irene Tay**  
 Claims Department (Motor Division)

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
 DID: (65) 63896192 | F:(65) 62247478/62247175

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

**Sent:** Thursday, 2 June 2022 1:36 PM

**To:** 'joel@falconair.com.sg' <[joel@falconair.com.sg](mailto:joel@falconair.com.sg)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** O/R: SNM22D203867/C02/SKW6112U/TAYHP / FW: 3pty claim against your insured SKW6112U(SJL5433U)

Without Prejudice

Dear Irene,

Please conduct PRS for SJL5433U. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Irene Tay 63896192.

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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 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

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**From:** [joel@falconair.com.sg](mailto:joel@falconair.com.sg) <[joel@falconair.com.sg](mailto:joel@falconair.com.sg)>

**Sent:** Thursday, 2 June 2022 10:23 AM

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

**Subject:** 3pty claim against your insured SKW6112U(SJL5433U)

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Dear Sir/Mdm,

Pls see attached document and video evidence.  
Pls provide a list of 10 surveyors.

Thanks and regards,

Joel Ng  
Falcon-Air Auto Services Pte Ltd (Tampines)  
[Tel:67897997](tel:67897997)