

Yan (LKK Auto)

From: Florence Loh <fa_autoservices@falconair.com.sg>
Sent: Monday, 6 June 2022 5:13 PM
To: 'Jacqueline Tan'; andy@falconair.com.sg; 'SUR'; 'assignments'
Cc: 'Claims Dept of CTI'; 'Pauline Tham'; 'andy'; 'Francine Ng'
Subject: RE: OUR REF: SNM22D203831/C02/GBH753U/TANCHC & YOUR REF: GBK4109M TO CONDUCT PRS

Thank you Jacqueline.

Florence Loh
Falcon Air Auto Services Pte Ltd
176 Sin Ming Drive #01-06
Sin Ming Autocare
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, 6 June 2022 4:12 PM
To: Florence Loh <fa_autoservices@falconair.com.sg>; andy@falconair.com.sg; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; andy <andy@falconair.com.sg>; Francine Ng <francine.gail@falconair.com.sg>
Subject: RE: OUR REF: SNM22D203831/C02/GBH753U/TANCHC & YOUR REF: GBK4109M TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Florence,

We will assign LKK to conduct the Pre-repair Inspection.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange Mr. Kenneth to conduct the PRS.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jacqueline Tan

Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

From: Florence Loh <fa_autoservices@falconair.com.sg>
Sent: Monday, 6 June 2022 3:59 pm
To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>; andy@falconair.com.sg
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; andy <andy@falconair.com.sg>; Francine Ng <francine.gail@falconair.com.sg>
Subject: RE: OUR REF: SNM22D203831/C02/GBH753U/TANCHC & YOUR REF: GBK4109M TO CONDUCT PRS

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Good afternoon Jacqueline,

Please assign survey to [Kenneth Kong \(LKK\)](#)

Thank you.

Florence Loh
Falcon Air Auto Services Pte Ltd
176 Sin Ming Drive #01-06
Sin Ming Autocare
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, 6 June 2022 3:46 PM
To: fa_autoservices@falconair.com.sg; 'andy@falconair.com.sg' <andy@falconair.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D203831/C02/GBH753U/TANCHC & YOUR REF: GBK4109M TO CONDUCT PRS

Without Prejudice

Our reference: **SNM22D203831/C02/GBH753U/TANCHC**
Your reference: **GBK4109M**

Dear Sirs,

ACCIDENT INVOLVING [GBH753U](#) & [GBK4109M](#) ON 28/05/2022

We refer to your email of 04/06/2022.

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. 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.

Thank you.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Sent: Monday, 6 June 2022 2:28 pm

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>;
fa_autoservices@falconair.com.sg; 'andy@falconair.com.sg' <andy@falconair.com.sg>

Subject: OUR REF: SNM22D203831/C02/GBH753U/TANCHC & YOUR REF: GBK4109M TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Pauline,

Please refer to the below email.

Kindly assist **to conduct PRS GBK4109M** soonest possible on behalf of Jacqueline Tan.

Please contact our claims department **Jacqueline Tan 6389 6185** the officer in charge.

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo
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

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From: Florence Loh <fa_autoservices@falconair.com.sg>

Sent: Saturday, June 4, 2022 11:32 AM

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

Cc: andy <andy@falconair.com.sg>

Subject: RE: Accident Involving GBK4109M and GBH753U on 28/05/2022

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Dear Sir/Madam

We are assisting owner of vehicle GBK 4109M with third party claim against your insured vehicle GBH 753U.

Attach GIA report and TP insurer search for your perusal.

Please advise liability.

Thank you.

Florence Loh
Falcon Air Auto Services Pte Ltd
176 Sin Ming Drive #01-06
Sin Ming Autocare
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862