

Yan (LKK Auto)

From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Tuesday, 7 June 2022 2:48 PM
To: Admin A; Summer Lee (LKK Auto)
Subject: RE: OUR REF: SNM22D202356/C02/GBH8158K/CHEESC & YOUR REF: GBH4368Y TO CONDUCT PRS

Hi All

Please conduct Pre Repair survey.

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

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

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

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From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>
Sent: Tuesday, June 7, 2022 12:35 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Jonathan Lim <Jonathan.Lim@ethozprotect.com>
Subject: RE: OUR REF: SNM22D202356/C02/GBH8158K/CHEESC & YOUR REF: GBH4368Y TO CONDUCT PRS

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Hi So Chow,

Please make arrangement for Steve Chen to conduct the survey at Ethoz Bukit Batok.

Selamatshahh Zainal

Senior Executive
Motor Claims Operations



ETHOZ PROTECT PTE LTD

30 Bukit Batok Crescent Singapore 658075

HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7543

Website: www.ethozgroup.com



From: Chee So Chow <sochow.chee@sg.cntaiping.com>

Sent: Tuesday, June 7, 2022 12:27 pm

To: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Jonathan Lim <Jonathan.Lim@ethozprotect.com>

Subject: RE: OUR REF: SNM22D202356/C02/GBH8158K/CHEESC & YOUR REF: GBH4368Y TO CONDUCT PRS

[EXTERNAL EMAIL] This email originated from a non-ETHOZ GROUP address. Please exercise caution when clicking links or opening attachments from external sources.

Dear Selamatshahh Zainal

We refer to your email of 07/06/2022.

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

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3 Anson Road #15-00 Springleaf Tower Singapore 079909
Main: (65) 6389 6116 | F: (65) 6222 5879
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From: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>
Sent: Tuesday, June 7, 2022 10:43 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Jonathan Lim <Jonathan.Lim@ethozprotect.com>
Subject: RE: OUR REF: SNM22D202356/C02/GBH8158K/CHEESC & YOUR REF: GBH4368Y TO CONDUCT PRS

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Dear So Chow,

Appreciate if you could arrange PRS soonest.

Selamatshahh Zainal
Senior Executive
Motor Claims Operations



ETHOZ PROTECT PTE LTD

30 Bukit Batok Crescent Singapore 658075
HP: 9624 8656 | DID: 6654 7519 | Fax: 6654 7543

Website: www.ethozgroup.com



From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, June 6, 2022 5:22 pm
To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Selamatshahh Zainal

<Selamatshahh.Zainal@ethozprotect.com>; Jonathan Lim <Jonathan.Lim@ethozprotect.com>

Subject: OUR REF: SNM22D202356/C02/GBH8158K/CHEESC & YOUR REF: GBH4368Y TO CONDUCT PRS

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WITHOUT PREJUDICE
via EMAIL ONLY

Dear So Chow,

Please refer to the below email.

Kindly **conduct PRS GBH4368Y** soonest possible.

Please contact our claims department **Ms Chee So Chow 6389 6176** 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: Selamatshahh Zainal <Selamatshahh.Zainal@ethozprotect.com>

Sent: Monday, June 6, 2022 10:14 AM

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

Cc: Jonathan Lim <Jonathan.Lim@ethozprotect.com>

Subject: Request TP Claim Survey for GBH4368Y

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Hi Motor Claims,

Please assist to make arrangement for TP survey **GBH4368Y** accident on 05/04/2022. Claiming against your insured **GBH8158K**. A copy of the accident report and estimate is enclosed. Vehicle can be survey at Ethoz 30 Bukit Batok Crescent.

Before we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.

Selamatshahh Zainal
Senior Executive
Motor Claims Operations



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30 Bukit Batok Crescent Singapore 658075

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