

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Thursday, 10 November 2022 2:40 PM
To: Cecilia Lee; SUR
Cc: Taufikh (LKKAuto); Bryan Ang (LKKAuto); Simon Ho (LKKAuto)
Subject: RE: Seek Clarification: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Dear Cecilia,

Please refer to photos 24, 25 & 26 for RH headlamp and photos 28, 29 & 30 for LH headlamp taken during the 1st survey uploaded in Merimen, both headlamp brackets were cracked due to the impact. Damages were fresh damage, only can be seen when the top garnish of the support panel was dismantled in our presence.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Shiau Chan (LKKAuto)
Sent: Friday, 28 October 2022 10:05 AM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Simon Ho (LKKAuto) <SimonHo@lkkauto.com>
Subject: RE: Seek Clarification: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Dear Cecilia,

Thank you for the email.

We will check and revert to you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Friday, 28 October 2022 10:03 AM
To: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Seek Clarification: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Hi LKK

Please check with your surveyor on the headlamps. From third party SAS, it doesn't seem there's any damage on headlamps.

1	1	*BONNET	Bent
2	1	*BONNET EMBLEM	Necess
3	1	*BONNET INNER HEAT INSULATOR	Not Ne
4	1	*SET BONNET INNER HEAT INSULATOR CLIPS	Not Ne
5	1	*BONNET RH HINGE	Not Ne
6	1	*BONNET LH HINGE	Not Ne
7	1	*BONNET LOCK	Not Ne
8	1	*FRONT BUMPER	Torn
9	1	*SET FRONT BUMPER CLIPS	Necess
10	1	*FRONT BUMPER RH SIDE RETAINER	Not Ne
11	1	*FRONT BUMPER LH SIDE RETAINER	Not Ne
12	1	*FRONT BUMPER GRILLE	Deforr
13	1	*FRONT BUMPER INNER AIR DUCT	Not Ne
14	1	*FRONT BUMPER NUMBER PLATE GARNISH	Not Ne
15	1	*FRONT BUMPER REINFORCEMENT	Not Ne
16	1	*FRONT BUMPER INNER SPONGE	Not Ne
17	1	*FRONT BUMPER TOWING COVER	Not Ne
18	1	*FRONT BUMPER RH SENSOR	Not Ne
19	1	*FRONT BUMPER LH SENSOR	Not Ne
20	1	*SUPPORT PANEL	Repair
21	1	*SUPPORT PANEL TOP GARNISH COVER	Deforr
22	1	*SET SUPPORT PANEL TOP GARNISH COVER CLIPS	Necess
23	1	*RH HEADLAMP ASSY	Cracke
24	1	*LH HEADLAMP ASSY	Cracke
25	1	*AIRCON CONDENSER	Not Ne
26	1	*RADIATOR ASSY	Not Ne
27	1	*BONNET BODY WRAP STICKER	Cut
28	1	*FRONT BUMPER BODY WRAP STICKER	Necess
29	1	*FRONT NUMBER PLATE	Not Ne
30	1	*RADIATOR COOLANT	Not Ne

F=Franchise part. S=SpcNett. L=ListItemDisc.

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 & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Main: (65) 6389 6116 | F: (65) 6224 7175

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

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From: Cecilia Lee
Sent: Wednesday, 5 October 2022 10:00 am
To: assignments@lkkauto.com; sur@lkkauto.com
Subject: REMINDER: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Reminder

Hi LKK

Please submit SR.

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Thanks & Best Regards,
Cecilia Lee
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From: Cecilia Lee
Sent: Tuesday, 27 September 2022 3:30 pm
To: assignments@lkkauto.com; sur@lkkauto.com
Subject: RE: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Dear LKK

We received LOD. Please submit SR.

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Thanks & Best Regards,
Cecilia Lee
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Claims Department

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From: Cecilia Lee

Sent: Tuesday, 14 June 2022 1:38 pm

To: Assessment Dept <assessment_ral@bifrostauto.com>; assignments@lkkauto.com; sur@lkkauto.com

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/Madam

Thank you for your email.

We will appoint LKK as SJE.

Note: Please let us have a copy of your client's accident report and repair estimate.

Dear LKK

Please arrange Mr. Adrian Ling to conduct PRS on without prejudice basis.

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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

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From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Tuesday, 14 June 2022 11:10 am

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: Re: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (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 Adrian Ling (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 Mon, 13 Jun 2022 at 16:12, Cecilia Lee <cecilia.lee@sg.cntaiping.com> wrote:

Without Prejudice

Our reference: SNM22D204113/C02/GBL3049D/LEEPG

Your reference: SMW747D

Dear Sirs,

We refer to your email of 13/06/2022.

Take Notice that we shall not be accepting any of your surveyors as SJE.

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)

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.

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Best Regards,

Cecilia Lee

Senior Executive

Claims Department

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

Sent: Monday, 13 June 2022 4:09 PM

To: 'Assessment Dept' <assessment_ral@bifrostauto.com>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept

<claims_rar@bifrostauto.com>

Subject: O/R: SNM22D204113/C02/GBL3049D/LEEPG / RE: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Cecilia,

Please conduct PRS for SMW747D (OUR INSURED HAS YET TO FILED SAS REPORT).

Note: officer in charge Cecilia Lee 63896530.

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 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: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Monday, 13 June 2022 1:01 PM

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

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>

Subject: Accident involving SMW 747 D & GBL 3049 D on 13/06/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, NURSALIHIN TOHAPUTRA BIN SUDIRMAN to notify you of the aforesaid accident involving our client's vehicle SMW747D and your insured's vehicle GBL3049D on 13/06/2022 at 1005HRS along KAKI BUKIT PREMIER GANTRY GATE 1.

This serves as a **NOTICE** that we are claiming against GBL3049D 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

VEH IN (Date & Time) : 13/06/2022

PRS ARRANGEMENT (Date & Time) : 14/06/2022 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