

## Rajes (LKK Auto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Friday, 25 November 2022 4:35 PM  
**To:** Rajes (LKK Auto); assignments; SUR  
**Cc:** Claims Dept of CTI; Alfred Toh; Irene Tay; Chong Boon Sen  
**Subject:** RE: OUR REF: SNM22D208464/C02/SLR8682S/TAYHP & YOUR REF: SMX 9464 E, DOA:24.11.2022 12:20 (SGT) TO CONDUCT PRS

**OUR REF: SNM22D2084964/C02/SLR8682S/TAYHP**

Dear Sirs

Please take note that the claim number has changed back to **SNM22D208464/C02/SLR8682S/TAYHP** – handler is Irene Tay.

**Best Regards**

**Alfred Toh**  
**Assistant Manager**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #15-00 Springleaf Tower Singapore 079909**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@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 TaipingSG**

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**From:** Rajes (LKK Auto) <rajes@lkkauto.com>  
**Sent:** Friday, 25 November 2022 4:23 pm  
**To:** Alfred Toh <alfred.toh@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** Cecilia Lee <cecilia.lee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM22D208491/C02/SLR8682S/LEEPG & YOUR REF: SMX 9464 E, DOA:24.11.2022 12:20 (SGT) TO CONDUCT PRS

**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 Alfred,

Thank you for the assignment.  
Repairer arrange on 28/11/2022.

Best Regards,

**Rajes | Admin**

**LKK Auto Consultants Pte Ltd**

**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Friday, 25 November 2022 3:53 PM

**To:** Assessment Department <[assessment@mcrautoworks.com](mailto:assessment@mcrautoworks.com)>; Claims Department <[claims@mcrautoworks.com](mailto:claims@mcrautoworks.com)>; Admin Department <[admin@mcrautoworks.com](mailto:admin@mcrautoworks.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Cecilia Lee <[cecilia.lee@sg.cntaiping.com](mailto:cecilia.lee@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** RE: OUR REF: SNM22D208491/C02/SLR8682S/LEEPG & YOUR REF: SMX 9464 E, DOA:24.11.2022 12:20 (SGT) TO CONDUCT PRS

**WITHOUT PREJUDICE**

**YOUR REF: SMX9464E**

**OUR REF: SNM22D208491/C02/SLR8682S/LEEPG (replacing SNM22D208464)**

Dear Sirs

Contents of your email duly noted.

Aside to M/s LKK Auto Consultants Pte Ltd, please assist to arrange survey on SMX9464E. (email below refers)

**Best Regards**

**Alfred Toh**

**Assistant Manager**

**Claims Department**

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

**3 Anson Road #15-00 Springleaf Tower Singapore 079909**

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

**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@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 TaipingSG**

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**From:** Assessment Department <[assessment@mcrautoworks.com](mailto:assessment@mcrautoworks.com)>

**Sent:** Friday, 25 November 2022 3:45 pm

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Cc:** Claims Department <[claims@mcrautoworks.com](mailto:claims@mcrautoworks.com)>; Admin Department <[admin@mcrautoworks.com](mailto:admin@mcrautoworks.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Subject:** Re: OUR REF: SNM22D208464/C02/SLR8682S/TAYHP & YOUR REF: SMX 9464 E, DOA:24.11.2022 12:20 (SGT) TO CONDUCT PRS

**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 Mohd Taufikh (LKK) to conduct the survey please.

DANNY

Motor Claims Department

Tel: 87163416

On Fri, 25 Nov 2022 at 14:40, Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)> wrote:

*WITHOUT PREJUDICE*

YOUR REF: SMX9464E

OUR REF: SNM22D208464/C02/SLR8682S/TAYHP

Dear Sirs

We refer to your email pertaining to the above matter.

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.

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.

If you have any queries, please email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**Best Regards**

Alfred Toh

Assistant Manager

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@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 TaipingSG

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-----Original Message-----

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

Sent: Friday, 25 November 2022 12:22 pm

To: Assessment Department <[assessment@mcrautoworks.com](mailto:assessment@mcrautoworks.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

Cc: Claims Department <[claims@mcrautoworks.com](mailto:claims@mcrautoworks.com)>; Admin Department <[admin@mcrautoworks.com](mailto:admin@mcrautoworks.com)>

Subject: RE: OUR REF: SNM22D208464/C02/ SLR8682S/TAYHP & YOUR REF: SMX 9464 E, DOA:24.11.2022 12:20 (SGT) TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Alfred,

Please refer to the above subject.

Kindly conduct PRS SMX 9464 E soonest possible.

Please contact our claims department Irene Tay the officer in charge or 6389 6116 should you require our assistance or clarification.

\*Kindly quote our claim reference number when replying.\*

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.

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

W:

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