

## Yan (LKK Auto)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Wednesday, 22 June 2022 3:46 PM  
**To:** Assessment Department; 'SUR'; assignments  
**Cc:** Claims Dept of CTI; Pauline Tham  
**Subject:** RE: OUR REF: SNM22D204329/C02/SML1318K/THAMYL & YOUR REF: SLK6859A TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.  
Please let us have the copy of the accident report.

Aside to LKK,

Please proceed to survey the vehicle.

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**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.

Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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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**From:** Assessment Department <assessment@promptmotors.co>  
**Sent:** Wednesday, 22 June 2022 3:36 pm  
**To:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Subject:** Re: OUR REF: SNM22D204329/C02/SML1318K/THAMYL & YOUR REF: SLK6859A 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 Adrian Ling (LKK) to conduct the survey.

Thank you.

Regards,

ROY  
Motor Claims Department  
Tel: 9731 9322

On Wed, 22 Jun 2022 at 14:34, Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)> wrote:

**Without Prejudice**

**Our reference: SNM22D204329/C02/SML1318K/thamyl (insured yet to lodge report)**

**Your reference: SLK6859A**

Dear Sirs / Madam,

**ACCIDENT INVOLVING SML1318K & SLK6859A on 21/06/2022**

We refer to your email of 21/06/2022.

**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.
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 contact Pauline Tham 6389 6541 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Wednesday, 22 June 2022 2:05 pm  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; Pauline Tham  
<[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; '[assessment@promptmotors.co](mailto:assessment@promptmotors.co)'  
<[assessment@promptmotors.co](mailto:assessment@promptmotors.co)>  
**Subject:** OUR REF: SNM22D204329/C02/SML1318K/THAMYL & YOUR REF: SLK6859A TO CONDUCT PRS

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Jenny,

Please refer to the below email.

Kindly assist to **conduct PRS SLK6859A** soonest possible on behalf of Pauline Tham.

Please contact our claims department **Pauline Tham 6389 6541** 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

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**From:** Assessment Department <[assessment@promptmotors.co](mailto:assessment@promptmotors.co)>

**Sent:** Tuesday, June 21, 2022 5:07 PM

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

**Cc:** Claims Department <[claims@promptmotors.co](mailto:claims@promptmotors.co)>

**Subject:** Accident involving SLK 6859 A & SML 1318 K on 21/06/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, WAH SIEW GUAN to notify you of the aforesaid accident involving our client's vehicle SLK6859A and your insured's vehicle SML1318K on 21/06/2022 at 0920HRS along AYE TOWARDS MCE BEFORE PARTS DOWN AVE EXIT.

This serves as a **NOTICE** that we are claiming against SML1318K 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.

**Workshop Name / UEN :** PROMPT MOTORS PTE. LTD. / 202214492N

**Premises for the Pre-repair inspection:** 8 Kaki Bukit Ave 4 #01-50, Premier @ Kaki Bukit Singapore 415875

**Contact Person:** ROY ( 9731 9322 )

**Contact Email:** [assessment@promptmotors.co](mailto:assessment@promptmotors.co)

VEH IN (Date & Time) : 21/06/2022

PRS ARRANGEMENT (Date & Time) : 22/06/2022 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.*

ROY

Motor Claims Department

Tel: 9731 9322