

## Yan (LKK Auto)

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**From:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Thursday, 23 June 2022 4:28 PM  
**To:** Ruby Ong; SUR; assignments  
**Subject:** RE: OUR REF: SNM22D204382/C02/YN2799X/TANCHC & YOUR REF: TCL.ro.50215.22.ess, GBF2775D TO CONDUCT PRS

### WITHOUT PREJUDICE

Dear Ruby,

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. Marcus 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](mailto: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) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Ruby Ong <ruby@htapartners.com.sg>  
**Sent:** Thursday, 23 June 2022 4:26 PM  
**To:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

**Subject:** RE: OUR REF: SNM22D204382/C02/YN2799X/TANCHC & YOUR REF: TCL.ro.50215.22.ess, GBF2775D TO CONDUCT PRS

**Importance:** High

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**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Dear Jacqueline

We refer to your email of even date.

Our client is agreeable to appoint **Marcus Chua of LKK Auto Consultants** from your list to conduct the joint pre-repair survey as a single joint expert for our client's vehicle no. **GBF 2775D**.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **EURO SUCCESS SERVICES PTE LTD**  
1 Kaki Bukit Avenue 6  
#02-03 Autobay  
Singapore 417883

Contact Person : Ah Huat (Tel. 9828 9277 / 6742 6231)

If you fail to conduct the pre-repair survey within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference.

Best regards,  
Ruby Ong  
Secretary  
M/s Hin Tat Augustine & Partners  
20 Upper Circular Road  
#02-10/12 The Riverwalk  
Singapore 058416  
**Tel : 6533 0212 ext 255**  
Fax : 6533 0163 / 6533 0313  
[www.htapartners.com.sg](http://www.htapartners.com.sg)

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**From:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Thursday, 23 June 2022 4:04 PM

**To:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Subject:** RE: OUR REF: SNM22D204382/C02/YN2799X/TANCHC & YOUR REF: TCL.ro.50215.22.ess, GBF2775D TO CONDUCT PRS

Without Prejudice

Our reference: **SNM22D204382/C02/YN2799X/TANCHC**

Your reference: **TCL.ro.50215.22.ess**

Dear Sirs,

**ACCIDENT INVOLVING GBF2775D & YN2799X ON 21/06/2022**

We refer to your email of 23/06/2022.

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) 6225 5879

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

**Sent:** Thursday, 23 June 2022 4:00 PM

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; [ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)

**Subject:** OUR REF: SNM22D204382/C02/YN2799X/TANCHC & YOUR REF: TCL.ro.50215.22.ess, GBF2775D TO CONDUCT PRS

**Importance:** High

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear Jacqueline,

Please refer to the below email.

Kindly **conduct PRS GBF2775D** soonest possible.

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

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**From:** Ruby Ong <[ruby@htapartners.com.sg](mailto:ruby@htapartners.com.sg)>

**Sent:** Thursday, June 23, 2022 10:16 AM

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

**Cc:** [Eurosucccess0202@gmail.com](mailto:Eurosucccess0202@gmail.com)

**Subject:** RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR GBF 2775D [Our Ref. TCL.ro.50215.22.ess]

**Importance:** High

**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.

Our Ref : TCL.ro.50215.22.ess

Your Ref : YN 2799X

**URGENT**

23 June 2022

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

**By Email Only**

Motor Claims Department

3 Anson Road

#16-00 Springleaf Tower

Singapore 079909

Dear Sir / Madam

**CLAIMANT: TWIN FULL ENGINEERING**

**NOTICE OF ACCIDENT & PRE-REPAIR SURVEY - ACCIDENT INVOLVING GBF 2775D & YN 2799X ALONG UPPER BIKIT TIMAH ROAD ON 21 JUNE 2022 @ 1200HRS**

We are instructed by Twin Full Engineering to notify you of a road traffic accident on 21 June 2022 at about 1200hrs along Upper Bukit Timah Road involving our client's vehicle registration number GBF 2775D and vehicle registration number YN 2799X driven by your authorised / insured driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceeds to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

**Tel : 6533 0212 ext 255**

**Fax : 6533 0163 / 6533 0313**

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