

Yan (LKK Auto)

From: Billy Tan <billy.tan@sg.cntaiping.com>
Sent: Friday, 24 June 2022 9:56 AM
To: HD Perfect Autowork; 'SUR'; assignments@lkkauto.com
Cc: Claims Dept of CTI
Subject: RE: OUR REF: SNM22D204392/C02/SKR2014Y/TANKW & YOUR REF: SJA9397Y TO CONDUCT PRS

[Confidential]

Without Prejudice

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.

Aside to LKK,

Please arrange and survey the vehicle.

Thank you.

** Note: Please cc to 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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thanks and Best Regards

Billy Tan
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896175 | F: (65) 62247175

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

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From: HD Perfect Autowork <hdperfectautowork@gmail.com>

Sent: Friday, 24 June 2022 9:41 AM

To: Billy Tan <billy.tan@sg.cntaiping.com>

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

Subject: Re: OUR REF: SNM22D204392/C02/SKR2014Y/TANKW & YOUR REF: SJA9397Y 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 Billy,

Please arrange **Adrian Ling (LKK)** to come and conduct the survey for vehicle SJA9397Y.

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Fri, Jun 24, 2022 at 9:20 AM Billy Tan <billy.tan@sg.cntaiping.com> wrote:

[Confidential]

Without Prejudice

Dear Sirs / Madam,

ACCIDENT INVOLVING SKR2014Y & SJA9397Y on 23/06/2022

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.

If you have any queries, please contact Billy Tan @ 6389 6175 and email us at claimsdept@sg.cntaiping.com

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 23 June 2022 6:04 PM
To: Billy Tan <billy.tan@sg.cntaiping.com>; 'hdperfectautowork@gmail.com' <hdperfectautowork@gmail.com>
Subject: OUR REF: SNM22D204392/C02/SKR2014Y/TANKW & YOUR REF: SJA9397Y TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Billy,

Please refer to the below email.

Kindly **conduct PRS SJA9397Y** soonest possible.

Please contact our claims department **Billy Tan 6389 6175** 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: HD Perfect Autowork <hdperfectautowork@gmail.com>
Sent: Thursday, June 23, 2022 3:10 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: SJA9397Y (Pre-Inspection) / Your Vehicle : SKR2014Y | DOA : 23/06/2022

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Dear Sir / Madam,

We are instructed by **Mardianah Binte Mohamed Anwar** to notify you of a road traffic accident on **23/06/2022** at about **13:40 hours** at/along **CTE(City) Before Bukit Timah Road Exit** involving our client's/customer's vehicle registration number **SJA9397Y** and vehicle registration number **SKR2014Y** (your insured) at the material time.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer 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/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

Shanelle Lim

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875