

Yan (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 27 June 2022 9:59 AM
To: Ruby Ong; 'SUR'; assignments
Cc: Claims Dept of CTI
Subject: RE: CTI REF: SNM22D204440/C02/GBG8897R/LEWLC & HTAP REF: TCL.MH.ro.50220.22.at, SKZ6982J TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sirs/ Madam,

As there is no agreement on LKK, we shall be appointing M/s FTA to survey SKZ6982J.

Do ensure your client's vehicle is available for survey.

Aside to M/s LKK, please assist to arrange for the survey.

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.

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

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From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Monday, 27 June 2022 9:47 am
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: CTI REF: SNM22D204440/C02/GBG8897R/LEWLC & HTAP REF: TCL.MH.ro.50220.22.at, SKZ6982J TO CONDUCT PRS
Importance: High

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Dear Sir / Mdm

WITHOUT PREJUDICE

We refer to your email of even date informing that you wish to conduct a pre-repair survey of our client's vehicle no. SKZ 6982T.

TAKE NOTICE that we object to your proposed surveyor as the Single Joint Expert.

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

Venue : **A T Performance**
160 Sin Ming Drive
#7-18/19 Sin Ming Autocity
Singapore 575722

Contact Person : **Mr Alvin Tng (H/P : 9686 6219)**

In the event that the pre-repair survey was not conducted during the prescribed time or already conducted at your end previously, we reserve our client's right to claim for compensation for loss of use for your current request for re-survey.

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

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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Monday, 27 June 2022 8:57 AM

To: Ruby Ong <ruby@htapartners.com.sg>

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

Subject: RE: OUR REF: SNM22D204440/C02/GBG8897R/LEWLC & YOUR REF: TCL.MH.ro.50220.22.at, SKZ6982J TO CONDUCT PRS

Without Prejudice

Our reference: SNM22D204440/C02/GBG8897R/lewlc (INSURED YET TO LODGE REPORT)

Your reference: SKZ6982J

Dear Sirs / Madam,

ACCIDENT INVOLVING GBG8897R & SKZ6982J on 24/06/2022

We refer to your email of 24/06/2022.

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 Jenny Lew 6389 6172 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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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

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 24 June 2022 6:50 pm
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; ruby@htapartners.com.sg

Subject: OUR REF: SNM22D204440/C02/GBG8897R/LEWLC & YOUR REF: TCL.MH.ro.50220.22.at, SKZ6982J TO CONDUCT PRS

Importance: High

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Jenny,

Please refer to the below email.

Kindly **conduct PRS SKZ6982T** soonest possible.

Please contact our claims department **Jenny Lew 6389 6172** 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

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

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From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Friday, June 24, 2022 3:35 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SKZ 6982J [Our Ref. TCL.MH.ro.50220.22.at]
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.

Your ref: GBG 8897r **WITHOUT PREJUDICE**
Our ref : TCL.MH.ro.50220.22.at

24 June 2022

China Taiping Insurance (Singapore) Pte. Ltd. By Email Only
Motor Claims Department
3 Anson Road
#16-00 Springleaf Tower
Singapore 079909

URGENT

Dear Sirs

CLAIMANT: UTEN LOHACHITPITAKS

NOTICE OF ACCIDENT & PRE-REPAIR SURVEY - ACCIDENT INVOLVING SKZ 6982J & GBG 8897R ALONG AYE TOWARDS CITY ON 24 JUNE 2022 @ 0925HRS

We are instructed by Uten Lohachitpitaks to notify you of a road traffic accident on 24 June 2022 at about 0925hrs along AYE towards city involving our client's vehicle registration number SKZ 6982J and vehicle registration number GBG 8897R driven by your insured's driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed 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

www.htapartners.com.sg

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