

**From:** Irene Tay irene.tay@sg.cntaiping.com  
**Subject:** RE: OUR REF: SNM22D204962/C02/SJM7096R/TAYHP & YOUR REF: SNA8324S TO CONDUCT PRS  
**Date:** 19 July 2022 at 1:24 PM  
**To:** Assessment Department assessment@ignitemotors.io, assignments@lkkauto.com, Admin A admin-a@lkkauto.com  
**Cc:** Claims Department claims@ignitemotors.io, Admin Department admin@ignitemotors.io

IT

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with IGNITE MOTOR to conduct survey.

Aside to Ignite Motor;

Please let us have a copy of your client's GIA REPORT.

Regards,

**Irene Tay**  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F:(65) 62247478/62247175

**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:** Assessment Department <assessment@ignitemotors.io>  
**Sent:** Tuesday, 19 July 2022 11:45 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Cc:** Claims Department <claims@ignitemotors.io>; Admin Department <admin@ignitemotors.io>  
**Subject:** Re: OUR REF: SNM22D204962/C02/SJM7096R/TAYHP & YOUR REF: SNA8324S 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.

Thank you.

*Regards,*

Glenn Lee  
Motor Claims Department  
Tel: 9667 1996

*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.*

On Tue, 19 Jul 2022 at 11:36, Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)> wrote:

Dear Sirs,  
We refer to your email  
Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
1. 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)

1. 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.
1. 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.
1. 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

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. Any inconvenience caused is much regretted.

Best Regards,

**Irene Tay**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6192 | 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: 太平狮城 Taiping SG

**Irene Tay**

Claims Department (Motor Division)

**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:** Monday, 18 July 2022 6:47 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; '[assessment@ignitemotors.io](mailto:assessment@ignitemotors.io)' <[assessment@ignitemotors.io](mailto:assessment@ignitemotors.io)>

**Subject:** OUR REF: SNM22D204962/C02/SJM7096R/TAYHP & YOUR REF: SNA8324S TO CONDUCT PRS

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

Dear Irene,

Please refer to the below email.

Kindly **conduct PRS SNA8324S** soonest possible. Our Insured has yet to file SAS Report.

Please contact our claims department **Irene Tay 6389 6192** 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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城  
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Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896186 | F: (65) 62247175 | F: (65) 6222 1033

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**From:** Assessment Department <[assessment@ignitemotors.io](mailto:assessment@ignitemotors.io)>

**Sent:** Saturday, July 16, 2022 1:21 PM

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

**Cc:** Admin Department <[admin@ignitemotors.io](mailto:admin@ignitemotors.io)>; Claims Department  
<[claims@ignitemotors.io](mailto:claims@ignitemotors.io)>

**Subject:** Accident involving SNA 8324 S & SJM 7096 R on 07/07/2022 (PRE-REPAIR SURVEY REQUEST)

**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,

We refer to the above matter.

We represent our client, HANUMANTHA SAMY ASOKAN to notify you of the aforesaid accident involving our client's vehicle SNA8324S and your insured's vehicle SJM7096R on 07/07/2022 at 1235HRS along PIE BEFORE KJE EXIT.

This serves as a **NOTICE** that we are claiming against SJM7096R 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.

**Premises for the Pre-repair inspection:** 8 Kaki Bukit Ave 4 #01-54 Premier @ Kaki Bukit Singapore 415875

**Contact Person:** GLENN ( 9667 1996)

**Contact Email :** [assessment@ignitemotors.io](mailto:assessment@ignitemotors.io)

**VEH IN (Date & Time) :** 16/07/2022

**PRS ARRANGEMENT (Date & Time) :** 18/07/2022 after 0930hrs

Vehicle to be surveyed :	SNA 8324 S
Income Insured Vehicle :	SJM 7096 R
Date of Accident :	07/07/2022
Date of Survey :	18/07/2022
Name of Workshop :	IGNITE MOTORS
Address of Survey Location :	8 Kaki Bukit Ave 4 #01-54 Premier @ Kaki Bukit Singapore 415875
Name of Contact Person :	GLENN LEE
Contact Number :	9667 1996
Any Undercarriage involved :	NOT SURE

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.

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GLENN LEE

Motor Claims Department

Tel: 9667 1996

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Without Prejudice

Dear Sir/ Mdm,

Thank you.

*Regards,*

Glenn Lee

Motor Claims Department

Tel: 9667 1996

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