

Celine Fong (LKKAuto)

From: Celine Fong (LKKAuto)
Sent: Monday, 1 August 2022 9:54 AM
To: Lynn Khong; assignments
Cc: Claims Dept of CTI; SUR
Subject: RE: SNM22D205287/C02/KHONGLH YOUR REF: SMD4185Z | SJE LKK - SJE8901C (INSD) & SMD4185Z ON 22/07/2022

Dear Lynn,

Thank you for the assignment.

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lynn Khong <lynn.khong@sg.cntaiping.com>
Sent: Monday, 1 August 2022 8:47 AM
To: Assessment Department <assessment@promptmotors.co>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: claims@promptmotors.co; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: SNM22D205287/C02/KHONGLH YOUR REF: SMD4185Z | SJE LKK - SJE8901C (INSD) & SMD4185Z ON 22/07/2022

Hi LKK,

Please assist to arrange SJE PRS.

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,

Lynn Khong

Executive Motor Claims
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6156 | 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: Assessment Department <assessment@promptmotors.co>
Sent: Saturday, 30 July 2022 10:11 am
To: Lynn Khong <lynn.khong@sg.cntaiping.com>
Cc: claims@promptmotors.co; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: SNM22D205287/C02/KHONGLH YOUR REF: SMD4185Z | SUR LIST - SJE8901C (INSD) & SMD4185Z ON 22/07/2022

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 please.

Thank you.

Regards,

ROY
Motor Claims Department
Tel: 9731 9322

On Fri, 29 Jul 2022 at 11:38, Lynn Khong <lynn.khong@sg.cntaiping.com> wrote:

‘WITHOUT PREJUDICE’
SAVE AS TO COSTS

Dear Sirs,

We refer to your email of even date.

We intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop.

We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

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)

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

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.

Thank you.

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

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Regards,

Lynn Khong

Executive Motor Claims

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, July 29, 2022 11:06 AM
To: 'Assessment Department' <assessment@promptmotors.co>; Claims Department <claims@promptmotors.co>; Lynn Khong <lynn.khong@sg.cntaiping.com>
Subject: O/R: SNM22D205287/C02/MT/ADEN/KHONGLH FW: Accident involving SMD 4185 Z & SJE 8901 C on 22/07/2022 (PRE-REPAIR SURVEY REQUEST)

Without Prejudice

Dear Lynn,

Please conduct PRS for SMD 4185 Z.

Note: officer in charge Lynn 63896156.

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Thank you

Chong Boon Sen

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: Assessment Department <assessment@promptmotors.co>

Sent: Thursday, 28 July 2022 4:12 PM

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

Cc: Claims Department <claims@promptmotors.co>

Subject: Re: Accident involving SMD 4185 Z & SJE 8901 C on 22/07/2022 (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,

Kindly refer to the attachment for your insured's insurance please.
Please send us the list of surveyor ASAP .

PLEASE TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

Thank you.

Regards,

ROY

Motor Claims Department

Tel: 9731 9322

On Thu, 28 Jul 2022 at 12:32, Assessment Department <assessment@promptmotors.co> wrote:

Without Prejudice

Dear Sir/ Mdm,

Kindly refer to the attached LTA search .

Your insured is insured with CN TAIPING at the point of accident . Please provide us any details if your insured is no longer under CN TAIPING.

Otherwise , Kindly send us the list of surveyor please.

Thank You!

You have completed this transaction.

A copy of the receipt has been sent to CLAIMS_RAR@BIFROSTAUTO.COM as requested.



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 23 Jul 2022 / 15:44:24

Receipt Date/Time : 23 Jul 2022 / 15:44:24

Tax Invoice/Receipt

Receipt No. : ITNET-00000-220723-001668

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SJE8901C

As at 22 Jul 2022/18:30:00

Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

1	Insurance Enquiry - SJE8901C Enquiry Fee 20220723154341055661	7.00	0.49	7.49
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Sub-Total		7.00	0.49	7.49
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Total Before Rounding		7.00	0.49	7.49
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Rounding Difference				-0.04
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Total Amount Payable				7.45
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Paid By				
1xn4jn8h			Credit Card	7.45

Total				7.45
-------	--	--	--	------

Cash Change				0.00
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Tendered Amount				7.45
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Excess Refundable Amount				0.00
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THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Thank you.

Regards,

ROY

Motor Claims Department

Tel: 9731 9322

On Tue, 26 Jul 2022 at 16:21, Assessment Department <assessment@promptmotors.co> wrote:

Without Prejudice

Dear Sir/ Mdm,

Kindly refer to the LTA search above .

Your insured : SJE 8901 C

Thank you.

Regards,

ROY

Motor Claims Department

Tel: 9731 9322

On Tue, 26 Jul 2022 at 16:18, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Sir,

SJL 8901 C does not seem to be covered under us. Pls assist to check to proof cover for pri.

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Thank you

Chong Boon Sen

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Assessment Department <assessment@promptmotors.co>

Sent: Tuesday, 26 July 2022 10:51 AM

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

Cc: Claims Department <claims@promptmotors.co>

Subject: Re: Accident involving SMD 4185 Z & SJL 8901 C on 22/07/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

Kindly assist to provide the list of surveyors please.

PLEASE TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

Thank you.

Regards,

ROY

Motor Claims Department

Tel: 9731 9322

On Mon, 25 Jul 2022 at 17:31, Assessment Department <assessment@promptmotors.co> wrote:

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, MUHAMED IRSHATH S/O LIAKATH ALI to notify you of the aforesaid accident involving our client's vehicle SMD4185Z and your insured's vehicle SJL8901C on 22/07/2022 at 1830HRS along KPE SINGAPORE.

This serves as a **NOTICE** that we are claiming against SJL8901C 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

VEH IN (Date & Time) : 25/07/2022

PRS ARRANGEMENT (Date & Time) : 26/07/2022 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