

## Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Tuesday, 16 August 2022 9:17 AM  
**To:** HD Perfect Autowork; assignments@lkkauto.com; Admin A  
**Subject:** RE: SNM22D205649/C02/GBK9526J/TAYHP / RE: SMK7409Y (Pre-Inspection) / Your Vehicle : GBK9526J | DOA : 12/08/2022

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with HD PERFECT to conduct survey.

Aside to HD PERFECT;

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:** 太平獅城 Taiping SG

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**From:** HD Perfect Autowork <hdperfectautowork@gmail.com>  
**Sent:** Monday, 15 August 2022 7:42 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** Re: SNM22D205649/C02/GBK9526J/TAYHP / RE: SMK7409Y (Pre-Inspection) / Your Vehicle : GBK9526J | DOA : 12/08/2022

**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.

Dear Irene,

Please arrange **Adrian Ling (LKK)** to come and conduct the survey for vehicle SMK7409Y.

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 Mon, Aug 15, 2022 at 3:53 PM 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.

**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.

Best Regards,

Irene

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:** 太平獅城 Taiping SG

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

**Sent:** Monday, 15 August 2022 2:55 PM

**To:** 'HD Perfect Autowork' <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>; Irene Tay  
<[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** O/R: SNM22D205649/C02/GBK9526J/TAYHP / RE: SMK7409Y (Pre-Inspection) / Your  
Vehicle : GBK9526J | DOA : 12/08/2022

Without Prejudice

Dear Irene,

Please conduct PRS for SMK7409Y.

Note: officer in charge Irene Tay 63896192.

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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 or fax at 6224 7175. Any inconvenience caused is much regretted.

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:** HD Perfect Autowork <[hdperfectautowork@gmail.com](mailto:hdperfectautowork@gmail.com)>  
**Sent:** Monday, 15 August 2022 11:07 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** SMK7409Y (Pre-Inspection) / Your Vehicle : GBK9526J | DOA : 12/08/2022

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Dear Sir / Madam,

We are instructed by **Cheng Ying Seng** to notify you of a road traffic accident on **12/08/2022** at about **17:05 hours** at/along **PIE towards Changi (Before Upper Serangoon Road Exit 15)** involving our client's/customer's vehicle registration number **SMK7409Y** and vehicle registration number **GBK9526J** (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,

***Irene***

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875