

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Wednesday, 15 February 2023 4:27 PM
To: 'Lynn Khong'; SUR
Cc: 'Claims Dept of CTI'; 'Irene Tay'
Subject: RE: SNM22D205796/C02/CB8357Y/TAYHP YOUR REF: SMH5577Z | SJE LKK
Attachments: SMH5577Z IA.pdf

Dear Lynn,

Enclosed herewith preliminary advice of SMH 5577Z.

Kindly assist to create claim in Merimem System.

The make & model is AUDI TT COUPLE 1.8 TFSI S-TRONIC.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Friday, August 19, 2022 12:36 PM
To: 'Lynn Khong' <lynn.khong@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; 'Irene Tay' <irene.tay@sg.cntaiping.com>
Subject: RE: SNM22D205796/C02/CB8357Y/TAYHP YOUR REF: SMH5577Z | SJE LKK

Dear Lynn,

Thank you for the assignment.

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@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: Friday, 19 August 2022 12:22 PM
To: Assessment Dept <assessment_ral@bifrostauto.com>; 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: claims <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Subject: SNM22D205796/C02/CB8357Y/TAYHP YOUR REF: SMH5577Z | SJE LKK

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Dennis,

We refer to your email of even date.

We will be appointing SJE **M/s LKK AUTO CONSULTANTS PTE LTD** to conduct the pre-repair survey (PRS) on your client's vehicle. We seek your cooperation to arrange the vehicle readily for dismantling with repair estimates during the pre-repair survey.

Thank you

Hi LKK,

Please arrange SJE PRS.

Premises for the Pre-repair inspection: 8 Kaki Bukit Ave 4 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: DENNIS TING (93855409)

Contact Email: claims_rar@bifrostauto.com

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 Dept <assessment_ral@bifrostauto.com>
Sent: Friday, 19 August 2022 12:05 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: claims@bifrostauto.com; claims_rar@bifrostauto.com
Subject: Re: O/R: SNM22D205796/C02/CB8357Y/TAYHP / FW: Accident involving SMH 5577 Z & CB 8357 Y on 17/08/2022 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Gentle reminder for the assignment, LKK have not received any assignment from your side yet.

Thank you.

Regards,

Dennis Ting
Motor Claims Department
Tel: 9385 5409

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 Thu, 18 Aug 2022 at 15:06, Assessment Dept <assessment_ral@bifrostauto.com> wrote:

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign Mohd Taufikh (LKK) to conduct the survey please.

Thank you.

Regards,

Dennis Ting
Motor Claims Department
Tel: 9385 5409

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 Thu, 18 Aug 2022 at 13:49, Irene Tay <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 :

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

From: Assessment Dept <assessment_ral@bifrostauto.com>

Sent: Thursday, 18 August 2022 1:04 PM

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

Cc: claims@bifrostauto.com; claims_rar@bifrostauto.com; Irene Tay <irene.tay@sg.cntaiping.com>

Subject: Re: O/R: SNM22D205796/C02/CB8357Y/TAYHP / FW: Accident involving SMH 5577 Z & CB 8357 Y on 17/08/2022 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i have the list of surveyor please.

Thank you.

Regards,

Dennis Ting

Motor Claims Department

Tel: 9385 5409

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 Thu, 18 Aug 2022 at 10:31, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

Without Prejudice

Dear Irene,

Please conduct PRS for SMH 5577 Z.

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

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 Dept <assessment_ral@bifrostauto.com>
Sent: Wednesday, 17 August 2022 4:53 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>
Subject: Accident involving SMH 5577 Z & CB 8357 Y on 17/08/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, YAP PUI SAN to notify you of the aforesaid accident involving our client's vehicle SMH5577Z and your insured's vehicle CB8357Y on 17/08/2022 at 0930HRS along SERVICE ROAD OF BLK 767 BEDOK RESERVOIR VIEW ROAD TOWARDS

This serves as a **NOTICE** that we are claiming against CB8357Y 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 #01-49, Premier @ Kaki Bukit Singapore 415875

Contact Person: DENNIS TING (93855409)

Contact Email: claims_rar@bifrostauto.com

VEH IN (Date & Time) : 17/08/2022

PRS ARRANGEMENT (Date & Time) : 18/08/2022 after 1400hrs