

Yan (LKK Auto)

From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Monday, 22 August 2022 1:07 PM
To: assignments
Subject: FW: SNM22D205849/C02/SMR7375Z/TANCHC / FW: TP CLAIM_SLJ2836Y & SMR7375Z_DOA: 17/08/2022

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, 22 August 2022 1:01 PM
To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; SUR <sur@lkkauto.com>
Subject: RE: SNM22D205849/C02/SMR7375Z/TANCHC / FW: TP CLAIM_SLJ2836Y & SMR7375Z_DOA: 17/08/2022

WITHOUT PREJUDICE

Dear Anysia,

We will assign LKK to conduct the Pre-repair Inspection.

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange Mr. Marcus to conduct the PRS.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Sent: Monday, 22 August 2022 12:42 pm

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Subject: RE: SNM22D205849/C02/SMR7375Z/TANCHC / FW: TP CLAIM_SLJ2836Y & SMR7375Z_DOA: 17/08/2022

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Dear Jacqueline

We would like to appoint Surveyor Marcus Chua (LKK) to conduct above mention vehicle.

Has your insured reported accident?

Please revert on liability.

Thank you.

Best Regards

Anysia Foo

Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: 22 August 2022 12:25

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>

Subject: RE: SNM22D205849/C02/SMR7375Z/TANCHC / FW: TP CLAIM_SLJ2836Y & SMR7375Z_DOA: 17/08/2022

Without Prejudice

Our reference: SNM22D205849/C02/SMR7375Z/TANCHC

Your reference: SLJ2836Y

Dear Sirs,

ACCIDENT INVOLVING SMR7375Z & SLJ2836Y ON 17/08/2022

We refer to your email of 20/08/2022.

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.

Thank you.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Sent: Monday, 22 August 2022 12:08 pm

To: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>; Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Subject: O/R: SNM22D205849/C02/SMR7375Z/TANCHC / FW: TP CLAIM_SLJ2836Y & SMR7375Z_DOA: 17/08/2022

Without Prejudice

Dear Jacqueline,

Please conduct PRS for SLJ2836Y.

Note: officer in charge Jacqueline Tan 63896185.

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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: 太平狮城 Taiping SG

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From: Hock Wah Motor Pte Ltd <motor@hockwah.com.sg>
Sent: Saturday, 20 August 2022 9:56 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: TP CLAIM_SLJ2836Y & SMR7375Z_DOA: 17/08/2022

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Dear sir/madam

Attached herewith our client's GIA report with estimate bill that claim against your insured SMR7375Z.

Please revert on liability.

The above mention vehicle was not in our workshop.

Thank you.

Best Regards
Anysia Foo
Senior Claims Advisor

Hock Wah Motor Workshop Pte Ltd

Blk 3011 Bedok North Avenue 4 | #01-2008/2010/2012/2014 | Singapore 489977

Tel: 6441 5655 | Fax: 6243 8121 | Website: www.hockwah.com.sg