

Shiau Chan (LKKAuto)

**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 16 February 2023 5:47 PM  
**To:** Irene Tay; Tan Kah Leong  
**Cc:** SUR  
**Subject:** RE: O/R: SNM22D206111/C02/SND6676Z/TAYHP FW: Accident involving SKG 7177 K & SND 6676 Z on 27/08/2022 (PRE-REPAIR SURVEY REQUEST)  
**Attachments:** SKG7177K IA.pdf

Dear Irene/Kah Leong,

Enclosed herewith preliminary advice of SKG 7177K.

Kindly assist to create claim in Merimen System.

The make & model is MERCEDES BENZ A200 AMG LINE PREMIUM AUTO

Best Regards,

**Shiau Chan (Ms)** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto: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:** Wednesday, August 31, 2022 10:30 AM  
**To:** SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Cc:** assignments <assignments@lkkauto.com>  
**Subject:** FW: O/R: SNM22D206111/C02/SND6676Z/TAYHP FW: Accident involving SKG 7177 K & SND 6676 Z on 27/08/2022 (PRE-REPAIR SURVEY REQUEST)

Dear Sur,

FYI.

Repairer arrange survey on 1.9.22.

Dear Admin-A,

Pls ignore. Thanks.

Best Regards,  
**Yan** | Admin  
**LKK Auto Consultants Pte Ltd**  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Wednesday, 31 August 2022 9:20 AM  
**To:** Lucas Chow <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Cc:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** FW: O/R: SNM22D206111/C02/SND6676Z/TAYHP FW: Accident involving SKG 7177 K & SND 6676 Z on 27/08/2022 (PRE-REPAIR SURVEY REQUEST)

Dear Sir/Mdm,

Please assist to get your surveyor to liaise with BIFROST to conduct survey.

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

**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Sent:** Tuesday, 30 August 2022 5:47 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** [claims@bifrostauto.com](mailto:claims@bifrostauto.com); [claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)  
**Subject:** Re: O/R: SNM22D206111/C02/SND6676Z/TAYHP FW: Accident involving SKG 7177 K & SND 6676 Z on 27/08/2022 (PRE-REPAIR SURVEY REQUEST)

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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 Tue, 30 Aug 2022 at 17:19, 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. 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

**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:** Assessment Dept <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)>  
**Sent:** Tuesday, 30 August 2022 2:10 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** [claims@bifrostable.com](mailto:claims@bifrostable.com); [claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com); Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** Re: O/R: SNM22D206111/C02/SND6676Z/TAYHP FW: Accident involving SKG 7177 K & SND 6676 Z on 27/08/2022 (PRE-REPAIR SURVEY REQUEST)

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i have the list of surveyors please.

Please take note that we will not liable for any LOSS of rental during the waiting period.

Thank you.

*Regards,*

Dennis Ting

Motor Claims Department

Tel: 9385 5409

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On Tue, 30 Aug 2022 at 09:55, Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

Without Prejudice

Dear Irene,

Please conduct PRS for SKG 7177 K.

Note: officer in charge Irene Tay 63896192.

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 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](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 Dept <[assessment\\_ral@bifrostable.com](mailto:assessment_ral@bifrostable.com)>  
**Sent:** Monday, 29 August 2022 5:53 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.entaiping.com](mailto:claimsdept@sg.entaiping.com)>  
**Cc:** Joseph Koh <[claims@bifrostable.com](mailto:claims@bifrostable.com)>; Claims Dept <[claims\\_rar@bifrostable.com](mailto:claims_rar@bifrostable.com)>  
**Subject:** Accident involving SKG 7177 K & SND 6676 Z on 27/08/2022 (PRE-REPAIR SURVEY REQUEST)

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Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, WONG FU JIE to notify you of the aforesaid accident involving our client's vehicle SKG7177K and your insured's vehicle SND6676Z on 27/08/2022 at 1935HRS along LOWER PELTA ROAD

This serves as a **NOTICE** that we are claiming against SND6676Z 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@bifrostable.com](mailto:claims_rar@bifrostable.com)

VEH IN (Date & Time) : 29/08/2022

PRS ARRANGEMENT (Date & Time) : 30/08/2022 after 1400hrs

