

## Rajes (LKK Auto)

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**From:** Rajes (LKK Auto)  
**Sent:** Tuesday, 18 October 2022 11:55 AM  
**To:** Alfred Toh; assignments; Claims Dept of CTI; SUR  
**Subject:** RE: OUR REF: SNM22D207404/C02/ YN4976M/TOHHS & YOUR REF: SNF7483X TO CONDUCT PRS & REVERT ON LIABILITY

Dear Alfred,

Thank you for the assignment.  
Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

**Rajes** | 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)

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Tuesday, 18 October 2022 9:58 AM  
**To:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; insurance@ssgroup.sg; nighton\_fire@hotmail.com  
**Subject:** RE: OUR REF: SNM22D207404/C02/ YN4976M/TOHHS & YOUR REF: SNF7483X TO CONDUCT PRS & REVERT ON LIABILITY

Dear Sirs

Contents of your email noted.

Aside to Ms LKK Auto Consultants Pte Ltd, please assist to arrange survey on SNF7483X. (**email below refers**)

**Best Regards**

**Alfred Toh**  
**Assistant Manager**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #15-00 Springleaf Tower Singapore 079909**  
**Email:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

**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 TaipingSG

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**From:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Sent:** Tuesday, 18 October 2022 9:54 am  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [insurance@ssgroup.sg](mailto:insurance@ssgroup.sg); [nighton\\_fire@hotmail.com](mailto:nighton_fire@hotmail.com)  
**Subject:** Re: OUR REF: SNM22D207404/C02/ YN4976M/TOHHS & YOUR REF: SNF 7483 X TO CONDUCT PRS & REVERT ON LIABILITY

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

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

Thank you.

*Regards,*

PEI JIA

Motor Claims Department

Tel: 88547553

*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, 18 Oct 2022 at 09:28, Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)> wrote:

*WITHOUT PREJUDICE*

YOUR REF: SNF7483X

OUR REF: SNM22D207404/C02/YN4976M/TOHHS

Dear Sirs

We refer to your email of 17 October 2022 at 1.34 pm.

Take Notice that we shall not be accepting any of your surveyors as SJE.

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.

If you have any queries, please email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

Best Regards

Alfred Toh

Assistant Manager

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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 TaipingSG

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Monday, 17 October 2022 4:48 pm  
**To:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>  
**Subject:** OUR REF: SNM22D207404/C02/ YN4976M/TOHHS & YOUR REF: SNF 7483 X TO CONDUCT PRS & REVERT ON LIABILITY

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Alfred,

Please refer to the below email.

Please conduct **PRS SNF 7483 X & revert liability** soonest possible.

Please contact our claims department **Alfred Toh** the officer in charge or **6389 6116** should you require our assistance.

**\*Kindly quote our claim reference number when replying.\***

**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.

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@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Sent:** Monday, 17 October 2022 1:34 pm

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

**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>

**Subject:** Accident involving SNF 7483 X & YN 4976 M on 15/10/2022 (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,

We refer to the above matter.

We represent our client, LOW GEE TIN ALICE to notify you of the aforesaid accident involving our client's vehicle SNF7483X and your insured's vehicle YN4976M on 15/10/2022 at 1820HRS along BALESTIER ROAD TOWARDS MOULMEIN ROAD BESIDE CEYLON SROR CLUS

This serves as a **NOTICE** that we are claiming against YN4976M 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@bifrotauto.com](mailto:claims_rar@bifrotauto.com)

VEH IN (Date & Time) : 17/10/2022

PRS ARRANGEMENT (Date & Time) : 18/10/2022 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.*

DENNIS TING

Motor Claims Department

Tel: 9385 5409

Attachments area