

## Meng Yan (LKK Auto)

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**From:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Friday, 28 October 2022 12:16 PM  
**To:** Prompt Auto Solutions Pte Ltd; SUR; assignments  
**Subject:** RE: OUR REF: SNM22D207720/C02/SLV6134A/TANCHC & YOUR REF: . SMU4359A  
TO CONDUCT PRS DOA: 27.10.2022

### WITHOUT PREJUDICE

Dear Roy,

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](mailto: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

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

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**From:** Prompt Auto Solutions Pte Ltd <promptautosolutions@gmail.com>  
**Sent:** Friday, 28 October 2022 12:10 pm  
**To:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Subject:** Re: OUR REF: SNM22D207720 /C02/ SLV6134A /TANCHC & YOUR REF: . SMU4359A TO CONDUCT PRS DOA: 27.10.2022

**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.

Hi Jacqueline

Please assign Marcus Chua (LKK) to come for the Pre Repair Survey.

Thank you

Warmest regards  
Roy Chak

On Fri, 28 Oct 2022 at 12:06 PM, Jacqueline Tan <[jacqueline.tan@sg.entaiping.com](mailto:jacqueline.tan@sg.entaiping.com)>  
wrote:

Without Prejudice

Our reference: SNM22D207720 /C02/ SLV6134A /TANCHC

Your reference: SMU4359A

Dear Sirs,

ACCIDENT INVOLVING SLV6134A & SMU4359A ON 27/10/2022

We refer to your email of 28/10/2022.

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

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Friday, 28 October 2022 11:47 am  
**To:** Prompt Auto Solutions Pte Ltd <[promptautosolutions@gmail.com](mailto:promptautosolutions@gmail.com)>; Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Subject:** OUR REF: SNM22D207720 /C02/ SLV6134A /TANCHC & YOUR REF: . SMU4359A TO CONDUCT PRS & REVERT ON LIABILITY DOA: 27.10.2022

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Jacqueline,

Please refer to the below email.

Please conduct **SMU4359A & revert liability** soonest possible.

Please contact our claims department Jacqueline Tan **6389 6185** the officer in charge or **6389 6116** should you require our assistance.

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

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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

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**From:** Prompt Auto Solutions Pte Ltd <[promptautosolutions@gmail.com](mailto:promptautosolutions@gmail.com)>

**Sent:** Friday, 28 October 2022 10:19 am

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

**Subject:** Request For Pre Repair Survey

**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.

Our Client : SMU4359A

Your Insured : SLV6134A

D.O.A : 27/10/2022 11:10 (SGT)

Location : CTE Towards CITY Before Balestier Exit

Dear sir,

Please be informed of an accident between the mentioned vehicles.

Kindly arrange for assessment of our client's vehicle.

Thank you

Roy 97319322

[8 Kaki Bukit Avenue 4](#)

[#02-37 Premier @ Kaki Bukit](#)

Singapore 415875

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Prompt Auto Solutions Pte Ltd

8 Kaki Bukit Ave 4

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