

Rajes (LKK Auto)

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Friday, 4 November 2022 6:37 PM
To: Wendy Khoo; SUR; assignments
Cc: Admin
Subject: RE: OUR REF: SNM22D207943/C02/SND7658U/TANCHC & YOUR REF: SDV1221J, D.O.A. 30.10.2022 TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Wendy,

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 Adrian 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

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

From: Wendy Khoo <wendy@autobacs.com.sg>

Sent: Friday, 4 November 2022 6:32 pm

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

Cc: Admin <admin@autobacs.com.sg>

Subject: Re: OUR REF: SNM22D207943/C02/SND7658U/TANCHC & YOUR REF: SDV1221J, D.O.A. 30.10.2022 TO CONDUCT PRS

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.

Dear Jacqueline,

We would like to choose LKK Adrian.

Thank you.

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

发送时间: Friday, November 4, 2022 6:19:58 PM

收件人: Wendy Khoo <wendy@autobacs.com.sg>

抄送: Admin <admin@autobacs.com.sg>

主题: RE: OUR REF: SNM22D207943/C02/SND7658U/TANCHC & YOUR REF: SDV1221J, D.O.A. 30.10.2022 TO CONDUCT PRS

Without Prejudice

Our reference: SNM22D207943/C02/SND7658U/TANCHC

Your reference: SDV1221J

Dear Sirs,

ACCIDENT INVOLVING SND7658U & SDV1221J ON 30/10/2022

We refer to your email of 04/11/2022.

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: Friday, 4 November 2022 6:06 pm

To: 'Wendy Khoo' <wendy@autobacs.com.sg>; Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Cc: Admin <admin@autobacs.com.sg>

Subject: OUR REF: SNM22D207943/C02/SND7658U/TANCHC & YOUR REF: SDV1221J, D.O.A. 30.10.2022 TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear [Jacqueline](#),

Please refer to the below email on 04.11.2022.

Kindly **conduct PRS SDV1221J** soonest possible.

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

Kindly quote our claim reference number when replying.

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Thank you

Angie Foo
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: Wendy Khoo <wendy@autobacs.com.sg>
Sent: Friday, November 4, 2022 5:16 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin <admin@autobacs.com.sg>; Angie Foo <angie.foo@sg.cntaiping.com>
Subject: Re: Arrange PRI for vehicle SDV1221J

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.

Dear Angie,

Sorry for the typo error.

Your insured is: SND7658U.
Our insured is: SDV1221J.

Thank you.

Best Regards,

Wendy

AUTOBACS CAR CARE SINGAPORE PTE LTD

8 Kaki Bukit Ave 4 #08-40/45/46

Premier@Kaki Bukit Singapore 415875

Tel: +65 6702 1555

Email: wendy@autobacs.com.sg



From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, November 4, 2022 5:06 PM
To: Wendy Khoo <wendy@autobacs.com.sg>
Cc: Admin <admin@autobacs.com.sg>; Angie Foo <angie.foo@sg.cntaiping.com>
Subject: RE: Arrange PRI for vehicle SDV1221J
WITHOUT PREJUDICE
via EMAIL ONLY

Dear Wendy,

We refer to your email on even date.

Please be advised that SDV1221J is not found in our system.

Kindly let us have any further document (if any) in order for our next course of action.

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Thank you

Angie Foo

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: Wendy Khoo <wendy@autobacs.com.sg>
Sent: Friday, November 4, 2022 1:56 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin <admin@autobacs.com.sg>
Subject: Arrange PRI for vehicle SDV1221J

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.

Dear Motor Claims Department,

Kindly arrange a survey on Monday 07/11/2022 the following vehicle,

Pre-repair survey

Your Vehicle No. : SDV1221J

Our Vehicle No. : SND7658U

D.O.A: 30/10/2022@1245HRS

Please provide a list of surveyors for further inspection

Location: 8 Kaki Bukit Ave 4 #08-45/46 Premier @ Kaki Bukit, Singapore 415875

Please kindly contact our in charge person no: 9084 2573 (Wendy)

Thanks & Regards

Best Regards,

Wendy

AUTOBACS CAR CARE SINGAPORE PTE LTD

8 Kaki Bukit Ave 4 #08-40/45/46

Premier@Kaki Bukit Singapore 415875

Tel: +65 6702 1555

Email: wendy@autobacs.com.sg

