

## Meng Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Wednesday, 9 November 2022 5:05 PM  
**To:** Assessment Dept; assignments; Admin A  
**Cc:** Joseph Koh; Claims Dept  
**Subject:** RE: OUR REF: SNM22D208008/C02/ YP7620J/TANCHC & YOUR REF: . SMF 201 B Y TO CONDUCT PRS DOA: 06.11.2022

Dear Sir/Mdm(LKK),

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**

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**From:** Assessment Dept <assessment\_ral@bifrostauto.com>  
**Sent:** Wednesday, 9 November 2022 5:01 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims\_rar@bifrostauto.com>  
**Subject:** Re: OUR REF: SNM22D208008/C02/ YP7620J/TANCHC & YOUR REF: . SMF 201 B Y TO CONDUCT PRS DOA: 06.11.2022

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

May i check if the assignment had been arranged?

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 Wed, 9 Nov 2022 at 09:06, Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)> wrote:

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

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On Tue, 8 Nov 2022 at 13:38, 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](tel:62247175). 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

**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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Taiping SG

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 8 November 2022 12:42 PM  
**To:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@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: SNM22D208008/C02/ YP7620J/TANCHC & YOUR REF: . SMF 201 B Y TO CONDUCT PRS DOA: 06.11.2022

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Irene,

Please refer to the below email.

Please conduct **PRS SMF 201 B** 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:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>  
**Sent:** Monday, 7 November 2022 3:59 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 SMF 201 B & YP 7620 J on 06/11/2022 (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, NORAINI BINTE OSMAN to notify you of the aforesaid accident involving our client's vehicle SMF201B and your insured's vehicle YP7620J on 06/11/2022 at 1645HRS along GAMBAS AVE SLIP ROAD TOWARDS WOODLANDS AVE 12

This serves as a **NOTICE** that we are claiming against YP7620J 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@bifrostauto.com](mailto:claims_rar@bifrostauto.com)

VEH IN (Date & Time) : 07/11/2022

PRS ARRANGEMENT (Date & Time) : 08/11/2022 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.

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DENNIS TING

Motor Claims Department

Tel: 9385 5409