

Meng Yan (LKK Auto)

From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Thursday, 10 November 2022 12:02 PM
To: Claims; assignments
Subject: RE: SNM22D208062/C02/ YN8477K/CHNGPW & YOUR REF: SMM 9297 D TO CONDUCT PRS D.O.A: 07.11.2022

Without Prejudice, Save as to Costs

Dear LKK

Please refer to below email and liaise with third party workshop.

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.

Thank you.

Adeline Chng
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Claims <claims@procarcare.com.sg>
Sent: Thursday, November 10, 2022 11:54 AM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>
Cc: Claims <claims@procarcare.com.sg>
Subject: RE: SNM22D208062/C02/ YN8477K/CHNGPW & YOUR REF: SMM 9297 D TO CONDUCT PRS D.O.A: 07.11.2022

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Hi

Marcus Chua (LKK)

Regards,

Lily LIM

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



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From: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Wednesday, November 9, 2022 2:33 PM

To: Claims <claims@procarcare.com.sg>

Subject: RE: SNM22D208062/C02/ YN8477K/CHNGPW & YOUR REF: SMM 9297 D TO CONDUCT PRS D.O.A: 07.11.2022

Without Prejudice, Save as to Costs

Our reference: **SNM22D208062 C02/YN8477K /Chngpw**

Your reference: SMM9297D

Dear Sirs

ACCIDENT INVOLVING YN8477K & SMM9297D ON 07/11/2022

We refer to your email of 08/11/2022

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) |

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 contact Adeline Chng at 63896155 and email us at claimsdept@sg.cntaiping.com

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Thank you.

Adeline Chng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Wednesday, November 9, 2022 1:13 PM

To: Claims <claims@procarcare.com.sg>; Adeline Chng <adeline.chng@sg.cntaiping.com>

Subject: SNM22D208062/C02/ YN8477K/CHNGPW & YOUR REF: SMM 9297 D TO CONDUCT PRS D.O.A: 07.11.2022

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Adeline,

Please refer to the above matter.

Kindly **conduct PRS SMM 9297 D** soonest possible.

Please contact our claims department Adeline Chng 6389 6155 the officer in charge.

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: Claims <claims@procarcare.com.sg>
Sent: Tuesday, 8 November 2022 3:37 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Claims <claims@procarcare.com.sg>
Subject: Acc on 07.11.2022 invlg SMM 9297 D & YN 8477 K

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Dear Sirs

Please refer to attached and arrange for survey

VEHICLE NOT IN WORKSHOP

Regards,

Lily LIM
Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg



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