

Veron Chen (LKKAuto)

From: Siew Chin <siewchin@procarcare.com.sg> on behalf of Claims <claims@procarcare.com.sg>
Sent: Saturday, 14 January 2023 3:09 PM
To: Jacqueline Tan
Cc: SUR; assignments
Subject: RE: SNM22D208061/C02/ SMN2437H/TANCHC & YOUR REF: SLX 8770 P TO CONDUCT PRS D.O.A: 04.11.2022
Attachments: [Untitled]14012023152413_1-8.jpg; [Untitled]14012023152413_3-8.jpg; [Untitled]04112022112817_3-12.jpg; [Untitled]04112022112817_9-12.jpg; [Untitled]12122022095838_1-4.jpg; [Untitled]12122022095838_2-4.jpg

Dear Jacqueline,

Please refer to attached LOD for your early settlement.
Thank you

Regards,

Siew Chin

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, November 21, 2022 10:35 AM
To: Claims <claims@procarcare.com.sg>
Cc: SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SNM22D208061/C02/ SMN2437H/TANCHC & YOUR REF: SLX 8770 P TO CONDUCT PRS D.O.A: 04.11.2022

WITHOUT PREJUDICE

Dear Siew Chin,

Based on the available information, we agree on direct settlement.

Subject to policy terms & conditions, damages consistency and quantum, please let us have your quantification of claim including your client's Letter of Authority once repair cost and days are finalised with our surveyor for our further consideration.

Please note that the claim for loss of use and/or rental per day, if any, will be strictly based on the Non-Injury Motor Accident (NIMA) benchmark and surveyor's recommendation.

Please note that this proposal shall not be deemed or construed to be (a) an admission of the truth or falsity of any actual or potential claims or (b) an acknowledgment or admission by China Taiping Insurance Pte Ltd of any fault or liability whatsoever to the insured or to any third party.

China Taiping Insurance Pte Ltd reserves any and all rights under the policy to investigate the claim and to make a determination on coverage, including the rights to reject the claim.

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

Sent: Saturday, 19 November 2022 4:33 pm

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: SNM22D208061/C02/ SMN2437H/TANCHC & YOUR REF: SLX 8770 P TO CONDUCT PRS D.O.A: 04.11.2022

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Dear Jacqueline,

Appreciate if you can advise if your insured had reported the accident and the accident liability.

Regards,

Siew Chin

Claims Advisory

Progressive Car Care Pte Ltd

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

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E: claims@procarcare.com.sg



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From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Thursday, November 10, 2022 4:11 PM
To: Claims <claims@procarcare.com.sg>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Adeline Chng <adeline.chng@sg.cntaiping.com>
Subject: RE: SNM22D208061/C02/ SMN2437H/TANCHC & YOUR REF: SLX 8770 P TO CONDUCT PRS D.O.A: 04.11.2022

WITHOUT PREJUDICE

Dear Lily,

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.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

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3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

From: Claims <claims@procarcare.com.sg>
Sent: Thursday, 10 November 2022 4:09 pm
To: Adeline Chng <adeline.chng@sg.cntaiping.com>
Cc: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>; Claims <claims@procarcare.com.sg>
Subject: RE: SNM22D208061/C02/ SMN2437H/TANCHC & YOUR REF: SLX 8770 P TO CONDUCT PRS D.O.A: 04.11.2022

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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
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From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Wednesday, November 9, 2022 12:08 PM
To: Claims <claims@procarcare.com.sg>
Cc: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Subject: RE: SNM22D208061/C02/ SMN2437H/TANCHC & YOUR REF: SLX 8770 P TO CONDUCT PRS D.O.A: 04.11.2022

Without Prejudice, Save as to Costs

Our reference: **SNM22D208061 C02/ SMN2437H /tanchc**
Your reference: SLX8770P

Dear Sirs

ACCIDENT INVOLVING SMN2437H & SLX8770P ON 04/11/2022

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)
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 contact Jacqueline Tan at 63896185 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

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

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

Sent: Wednesday, November 9, 2022 11:33 AM

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

Subject: SNM22D208061/C02/ SMN2437H/TANCHC & YOUR REF: SLX 8770 P TO CONDUCT PRS D.O.A: 04.11.2022

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Adeline,

Please refer to the above matter.

Kindly **conduct PRS SLX 8770 P** soonest possible.

Please contact our claims department Jacqueline Tan **6389 6185** 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 2:22 pm

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

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

Subject: Arrange for survey - Acc on 04.11.2022 invlg SLX 8770 P & SMN 2437 H

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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

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