

## Meng Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Tuesday, 15 November 2022 2:25 PM  
**To:** joshua@falconair.com.sg  
**Cc:** assignments; Admin A  
**Subject:** RE: OUR REF: SNM22D208162/C02/GBA5363R/TAYHP & YOUR REF: SLS3247T, DOA:12/11/2022 -TO CONDUCT PRS

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with FALCONAIR to conduct survey.

Regards,

**Irene Tay**  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F:(65) 62247478/62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** joshua@falconair.com.sg <joshua@falconair.com.sg>  
**Sent:** Tuesday, 15 November 2022 1:08 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM22D208162/C02/GBA5363R/TAYHP & YOUR REF: SLS3247T, DOA:12/11/2022 -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 Irene,

Kindly assign Marcus from LKK to survey this vehicle.

Thanks and regards,  
Joshua Ng  
Falcon-Air Auto Services (Tampines)  
Tel: 67897997

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Tuesday, 15 November 2022 1:04 pm

To: 'joshua@falconair.com.sg' <[joshua@falconair.com.sg](mailto:joshua@falconair.com.sg)>

**Subject:** RE: OUR REF: SNM22D208162/C02/GBA5363R/TAYHP & YOUR REF: SLS3247T, DOA:12/11/2022 -TO CONDUCT PRS

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. 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

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

**Sent:** Monday, 14 November 2022 5:07 PM

**To:** 'joshua@falconair.com.sg' <[joshua@falconair.com.sg](mailto:joshua@falconair.com.sg)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** OUR REF: SNM22D208162/C02/GBA5363R/TAYHP & YOUR REF: SLS3247T, DOA:12/11/2022 -TO CONDUCT PRS

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Irene,

Please refer to the below email.

Kindly **conduct PRS SLS3247T** soonest possible.

Please contact our claims department **Irene Tay 6389 6192** 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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** [joshua@falconair.com.sg](mailto:joshua@falconair.com.sg) <[joshua@falconair.com.sg](mailto:joshua@falconair.com.sg)>  
**Sent:** Monday, November 14, 2022 10:57 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** 3PTY claim for SLS3247T against your insured GBA5363R DOA:12/11/2022

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Dear Sir/Mdm,

Please see attach for SLS3247T accident report.  
Kindly provide with the list of 10 surveyors.

Thanks and regards,  
Joshua Ng  
Falcon-Air Auto Services (Tampines)  
Tel: 67897997