

Rajes (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Saturday, 19 November 2022 10:00 AM
To: Assessment Dept; Joseph Koh; Claims Dept; assignments
Cc: Claims Dept of CTI; Alfred Toh; insurance@ssgroup.sg
Subject: RE: OUR REF: SNM22D208295/C02/SJW4466Z/CHNGPW & YOUR REF: GW9982C, D.O.A. 17/11/2022 - TO CONDUCT PRS

YOUR REF: GW9982C

OUR REF: SNM22D208295/C02/SJW4466Z/CHNGPW – ACCIDENT NOT REPORTED

Dear Sirs

Contents of your email duly noted.

Aside to M/s LKK Auto Consultants Pte Ltd, please assist to arrange survey on GW9982C while waiting for Insured to file report. (email below refers)

Best Regards

Alfred Toh
Assistant Manager
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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

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From: Assessment Dept <assessment_ral@bifrostauto.com>
Sent: Friday, 18 November 2022 5:49 pm
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: OUR REF: SNM22D208295/C02/SJW4466Z/CHNGPW & YOUR REF: GW9982C, D.O.A. 17/11/2022 - 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.

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

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 Fri, 18 Nov 2022 at 17:38, Alfred Toh <alfred.toh@sg.cntaiping.com> wrote:

YOUR REF: GW9982C

OUR REF: SNM22D208295/C02/SJW4466Z/CHNGPW - ACCIDENT NOT REPORTED

Dear Sirs

We refer to your email of 18 November 2022 at 3.07 pm.

Take Notice that we shall not be accepting any of your surveyors as SJE.

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 email us at claimsdept@sg.cntaiping.com

Best Regards

Alfred Toh

Assistant Manager

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: claimsdept@sg.cntaiping.com

alfred.toh@sg.cntaiping.com

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狮城 TaipingSG

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From: Claims Dept of CTI

Sent: Friday, 18 November 2022 4:51 pm

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Adeline Chng
<adeline.chng@sg.cntaiping.com>; 'Assessment Dept' <assessment_ral@bifrostauto.com>

Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>

Subject: OUR REF: SNM22D208295/C02/SJW4466Z/CHNGPW & YOUR REF: GW9982C, D.O.A.
17/11/2022 – TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Alfred,

Please refer to the below email.

Kindly **conduct PRS GW9982C** soonest possible on behalf of Adeline.

Please contact our claims department **Adeline Chng** the officer in charge or **6389 6116** should you require our assistance or clarification.

Kindly quote our claim reference number when replying.

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.

Thank you

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Assessment Dept <assessment_ral@bifrostable.com>
Sent: Friday, November 18, 2022 3:07 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Joseph Koh <claims@bifrostable.com>; Claims Dept <claims_rar@bifrostable.com>
Subject: Accident involving GW 9982 C & SJW 4466 Z on 17/11/2022 (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, 99 FRONTIERS PTE LTD to notify you of the aforesaid accident involving our client's vehicle GW9982C and your insured's vehicle GW9982C on 17/11/2022 at 1500HRS along LENTOR AVE TOWARDS YISHUN AVE 2BEFORE YISHUN AVE1

This serves as a **NOTICE** that we are claiming against SJW4466Z 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@bifrostable.com

VEH IN (Date & Time) : 18/11/2022

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.

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.

DENNIS TING

Motor Claims Department

Tel: 9385 5409