

Rajes (LKK Auto)

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, 22 November 2022 2:56 PM
To: Kelvin Su Khai Wen; assignments; SUR
Cc: Oi Sun Pin; Samuel Xie Ji Hao
Subject: RE: CTP REF: SNM22D208180/C02/GBE1970T/LEEPG - SLG231X DOA 11.11.2022 TP CLAIM AGAIN GBE1970T (CHINA TAIPING)

Without Prejudice
Save As To Costs

Dear Sir/Madam

Since we have not heard from you for your choice of SJE within stipulated time, we will appoint LKK as SJE.

Dear LKK

Please arrange to conduct PRS on without prejudice basis.

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.

Thanks & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

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From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Friday, 18 November 2022 2:18 pm
To: Kelvin Su Khai Wen <kelvinsukwen@cdge.com.sg>
Cc: Oi Sun Pin <OiSunPin@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>
Subject: RE: CTP REF: SNM22D208180/C02/GBE1970T/LEEPG - SLG231X DOA 11.11.2022 TP CLAIM AGAIN GBE1970T (CHINA TAIPING)

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Without Prejudice

Dear Sir/Madam

Please let us have your choice of surveyor.

Please send the video via email, we have issue to view the video via link provided.

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Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

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From: Kelvin Su Khai Wen <kelvinsukwen@cdge.com.sg>

Sent: Friday, 18 November 2022 2:11 pm

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

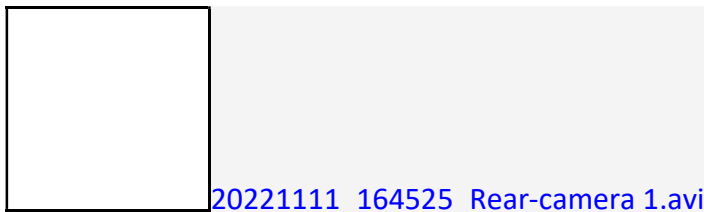
Cc: Oi Sun Pin <OiSunPin@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>

Subject: Re: CTP REF: SNM22D208180/C02/GBE1970T/LEEPG - SLG231X DOA 11.11.2022 TP CLAIM AGAIN GBE1970T (CHINA TAIPING)

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Hi Cecilia,

Video attached.If cannot open pls let me know.



Best Regards,

Kelvin Su

Customer Care Specialist(Accident Repair)

T: 63837890



205 Braddell Rd, Singapore 579701

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Friday, 18 November 2022 12:00 pm

To: Kelvin Su Khai Wen <kelvinsukwen@cdge.com.sg>

Cc: Oi Sun Pin <OiSunPin@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>

Subject: CTP REF: SNM22D208180/C02/GBE1970T/LEEPG - SLG231X DOA 11.11.2022 TP CLAIM AGAIN GBE1970T (CHINA TAIPING)

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Save As To Costs

Our reference: SNM22D208180/C02/GBE1970T/LEEPG

Your reference: SLG231X

Dear Sirs,

We refer to your email of 18/11/2022. Please resend the rear video footage and repair estimate.

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.

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Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

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From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Friday, 18 November 2022 11:49 am

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Subject: FW: SLG231X DOA 11.11.2022 TP CLAIM AGAIN GBE1970T (CHINA TAIPING) / SNM22D208180

Hi Cecilia

FYI

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Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Kelvin Su Khai Wen <kelvinsukwen@cdge.com.sg>

Sent: Friday, 18 November 2022 11:26 am

To: Johari Bin Husin <JohariBH@sparkcarcare.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: Oi Sun Pin <OiSunPin@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>


Subject: Re: SLG231X DOA 11.11.2022 TP CLAIM AGAIN GBE1970T (CHINA TAIPING)

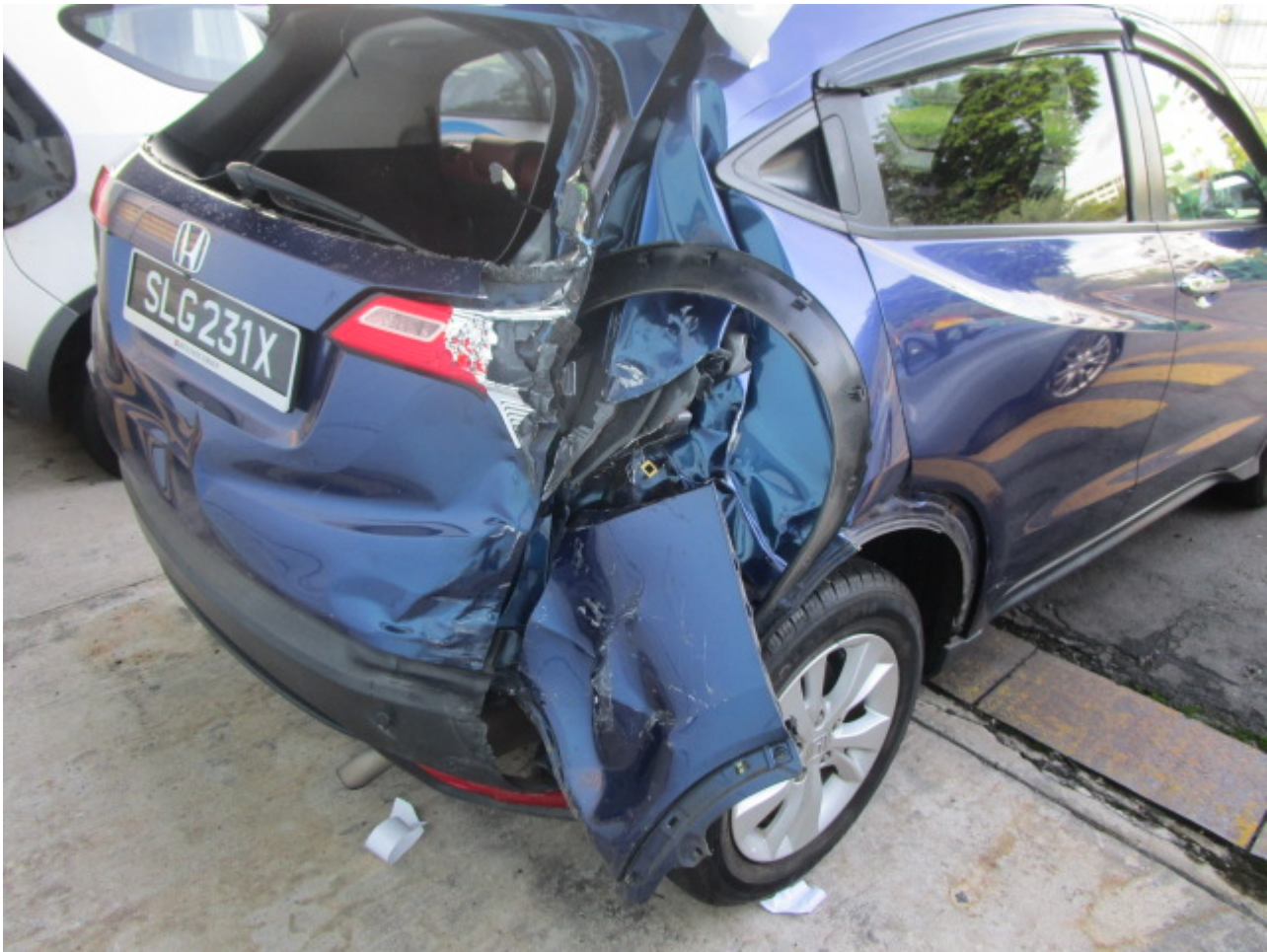
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Dear officer,

Attach video footage and photo for your reference.

Pls advice liability.

 [20221111_164525_Rear-camera.avi](#)







Best Regards,
Kelvin Su

Customer Care Specialist(Accident Repair)
T: 63837890



205 Braddell Rd, Singapore 579701

From: Johari Bin Husin <JohariBH@sparkcarcare.com>
Sent: Friday, 18 November 2022 10:48 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Kelvin Su Khai Wen <kelvinsukwen@cdge.com.sg>; Oi Sun Pin <OiSunPin@cdge.com.sg>; Samuel Xie Ji Hao <samuelxie@cdge.com.sg>
Subject: SLG231X DOA 11.11.2022 TP CLAIM AGAIN GBE1970T (CHINA TAIPING)

Hi Sir / Madam ,

Kindly arrange for survey and i attach the repair estimate and GIA report.

Please expedite the survey . The owner chasing for repair.

Thank you

Best Regards,

JOHARIBH

Customer Care Specialist(Accident Repair)

T: 63837419 / 97213705



205 Braddell Rd, Singapore 579701

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