

## Rajes (LKK Auto)

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**From:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Tuesday, 22 November 2022 11:33 AM  
**To:** Assessment Dept; SUR; assignments  
**Cc:** claims; Claims Dept; Tan Kah Leong; Claims Dept of CTI  
**Subject:** RE: OUR REF: SNM22D208347/C02/ XE2046U/TANKL & YOUR REF: . GBB 7372 X TO CONDUCT PRS DOA: 19.11.2022

### WITHOUT PREJUDICE

Dear Pei Jia,

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. Taufikh to conduct the PRS.

Please note that PIC is Kah Leong who is copy in this email.

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](tel:62247175). 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

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**From:** Assessment Dept <assessment\_ral@bifrostauto.com>

**Sent:** Tuesday, 22 November 2022 11:17 am

**To:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

**Cc:** claims <claims@bifrostauto.com>; Claims Dept <claims\_rar@bifrostauto.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

**Subject:** Re: OUR REF: SNM22D208347/C02/ XE2046U/TANKL & YOUR REF: . GBB 7372 X TO CONDUCT PRS DOA: 19.11.2022

**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 Tue, 22 Nov 2022 at 11:05, Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)> wrote:

**Without Prejudice**

**Our reference: SNM22D208347/C02/XE2046U/TANKL**

**Your reference: GBB 7372 X**

**Dear Sirs,**

**ACCIDENT INVOLVING XE2046U & GBB7372X ON 19/11/2022**

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.
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.

Thank you.

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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

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

**Sent:** Tuesday, 22 November 2022 10:57 am

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Subject:** FW: OUR REF: SNM22D208347/C02/ XE2046U/TANKL & YOUR REF: . GBB 7372 X TO CONDUCT PRS DOA: 19.11.2022

Can assist?

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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

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:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>

**Sent:** Tuesday, 22 November 2022 9:16 am

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

**Cc:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>; Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>

**Subject:** Re: OUR REF: SNM22D208347/C02/ XE2046U/TANKL & YOUR REF: . GBB 7372 X TO CONDUCT PRS DOA: 19.11.2022

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assist to provide the surveyor list please.

**KINDLY TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.**

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 Mon, 21 Nov 2022 at 19:18, Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)> wrote:

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Kah Leong,

Please refer to the below email.

Please conduct **PRS GBB 7372 X** soonest possible.

Please contact our claims department Tan Kah Leong **6389 6193** the officer in charge or **6389 6116** should you require our assistance.

**\*Kindly quote our claim reference number when replying.\***

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Thank you

Chong Boon Sen

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