

## Shiau Chan (LKKAuto)

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**From:** Shiau Chan (LKKAuto)  
**Sent:** Thursday, 1 December 2022 1:48 PM  
**To:** Irene Tay; Claims Dept of CTI  
**Cc:** SUR  
**Subject:** RE: OUR REF: SNM22D208389/C02/ SKJ3986C/TAYHP & YOUR REF: . SJU 9596 J TO CONDUCT PRS DOA: 21.11.2022  
**Attachments:** SJU9596J IA.pdf

Dear Irene,

Enclosed herewith preliminary advice of SJU 9596J.

Kindly assist to create claim in Merimen System.

The make & model is HYUNDAI AVANTE 1.6 AT ABS D/AB 2WD 4DR

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Sent:** Wednesday, 23 November 2022 10:40 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM22D208389/C02/ SKJ3986C/TAYHP & YOUR REF: . SJU 9596 J TO CONDUCT PRS DOA: 21.11.2022

Dear Irene,

Thank you for the assignment.

Best Regards,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Wednesday, 23 November 2022 6:07 AM  
**To:** 2ND AUTO <[accident.2ndauto@gmail.com](mailto:accident.2ndauto@gmail.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM22D208389/C02/ SKJ3986C/TAYHP & YOUR REF: . SJU 9596 J TO CONDUCT PRS DOA: 21.11.2022

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with 2<sup>ND</sup> AUTO to conduct survey.

Aside to 2<sup>ND</sup> Auto;

Please let us have a copy of your client's SAS REPORT.

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:** 2ND AUTO <[accident.2ndauto@gmail.com](mailto:accident.2ndauto@gmail.com)>

**Sent:** Tuesday, 22 November 2022 5:13 PM

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

**Subject:** Re: OUR REF: SNM22D208389/C02/ SKJ3986C/TAYHP & YOUR REF: . SJU 9596 J TO CONDUCT PRS DOA: 21.11.2022

**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.

Hi,

Please proceed with LKK Marcus.

Thank you

On Tue, Nov 22, 2022 at 5:09 PM Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)> wrote:

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](tel:62247175). 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

**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

**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

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 22 November 2022 2:13 PM  
**To:** 2ND AUTO <[accident.2ndauto@gmail.com](mailto:accident.2ndauto@gmail.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Subject:** OUR REF: SNM22D208389/C02/ SKJ3986C/TAYHP & YOUR REF: . SJU 9596 J TO CONDUCT PRS DOA: 21. 11. 2022

**WITHOUT PREJUDICE**

**via EMAIL ONLY**

Dear Irene,

Please refer to the below email.

Please conduct **PRS SJU 9596 J** soonest possible.

Please contact our claims department Irene Tay **6389 6192** 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

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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