

Rajes (LKK Auto)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Wednesday, 23 November 2022 6:09 AM
To: Susan Seng
Cc: Admin A; assignments
Subject: RE: OUR REF: SNM22D208259/C02/GBK6421Y/TAYHP & YOUR REF: SMH8775Z, D.O.A. 15.11.2022 -TO CONDUCT PRS

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with KENT SENG to conduct survey.

Aside to KENT SENG;

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

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From: Susan Seng <kentsengcarservices@gmail.com>

Sent: Tuesday, 22 November 2022 10:42 AM

To: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: Re: OUR REF: SNM22D208259/C02/GBK6421Y/TAYHP & YOUR REF: SMH8775Z, D.O.A. 15.11.2022 -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,

Referring to our emails appended below.

Kindly expedite the process of surveyor arrangement. We had agreed via email on 18.11.2022 to **LKK Kenneth Kong** as the SJE for this case.

Kindly assign ASAP. You may contact Susan at HP: 91004390 for all survey matters.

Aside from this matter, kindly advise us if your insured (GBK6421Y) reported this accident to CTPI yet?

Looking forward to hearing from you soon.

Thank you & Best Regards

Fion Pee

Kent Seng Car Services

On Fri, Nov 18, 2022 at 11:51 AM Susan Seng <kentsengcarservices@gmail.com> wrote:

Dear Irene,

We refer to your ref: SNM22D208259/C02/GBK6421/TAYHP

Kindly advise if your insured (GBK6421Y) reported this accident to China Taiping Insurance?

Thank you & Best Regards

Fion Pee

Kent Seng Car Services

On Fri, Nov 18, 2022 at 10:35 AM Susan Seng <kentsengcarservices@gmail.com> wrote:

Dear Irene,

Thank you for your email.

We are agreeable to your proposal of **LKK** as the SJE for this claim.

Kindly arrange LKK to survey our vehicle SMH8775Z at the below address:

Workshop: Kent Seng Car Services

Address: Blk 1017 Yishun Industrial Park A #01-240 Singapore 768759

You may contact **Susan** at **HP: 91004390** for all survey matters.

Thank you & Best Regards

Fion Pee

Kent Seng Car Services

On Thu, Nov 17, 2022 at 5:16 PM Irene Tay <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 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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Thursday, 17 November 2022 3:04 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; kentsengcarservices@gmail.com

Subject: OUR REF: SNM22D208259/C02/GBK6421Y/TAYHP & YOUR REF: SMH8775Z, D. O. A.
15.11.2022 -TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Irene,

Please refer to the above subject.

Kindly **conduct PRS SMH8775Z** 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

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