

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Thursday, 22 December 2022 11:47 AM
To: Cecilia Lee; Irene Tay; SUR
Cc: Claims Dept of CTI
Subject: RE: OUR REF: SNM22D208048/C02/SMY6498Y/TAYHP & YOUR REF: FBK9955D, D.O.A. 7TH NOVEMBER 2022 -TO CONDUCT PRS
Attachments: FBK9955D IA.pdf

Dear Irene,

Enclosed herewith preliminary advice of FBK 9955D.

Kindly assist to create claim in Merimen System.

The make & model is KTM RC200.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: Rajes (LKK Auto) <rajes@lkkauto.com>
Sent: Wednesday, 23 November 2022 4:30 PM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D208048/C02/SMY6498Y/TAYHP & YOUR REF: FBT9955D, D.O.A. 7TH NOVEMBER 2022 -TO CONDUCT PRS

Dear Cecilia,

Thank you for the assignment.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Wednesday, 23 November 2022 4:00 PM
To: Nur Hidayah <hidayah@erzatileemotor.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM22D208048/C02/SMY6498Y/TAYHP & YOUR REF: FBT9955D, D.O.A. 7TH NOVEMBER 2022 -TO CONDUCT PRS

Without Prejudice

Save As To Costs

Dear Sir/Madam

Thank you for your email.

We will appoint LKK as SJE.

Dear LKK

Please arrange Mr. Marcus Chua to conduct PRS on without prejudice basis. OIC – Irene Tay

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

Claims Dept

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From: Nur Hidayah <hidayah@erzatileemotor.com>
Sent: Wednesday, 23 November 2022 3:47 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Subject: Re: OUR REF: SNM22D208048/C02/SMY6498Y/TAYHP & YOUR REF: FBT9955D, D.O.A. 7TH NOVEMBER 2022 -TO CONDUCT PRS

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WITHOUT PREJUDICE

We agree and shall appoint MARCUS FROM LKK

Best Regards,

Nur Hidayah

Administrative Executive

Erzat Lee Motor Trading Pte Ltd

Synergy@KB 23

Kaki Bukit Road 4

#01-19 Level 2 Singapore 417801

E: Hidayah@erzatleemotor.com

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On Wed, 23 Nov 2022 at 15:04, Cecilia Lee <cecilia.lee@sg.cntaiping.com> wrote:

Without Prejudice

Save As To Costs

Our reference: SNM22D208048/C02/SMY6498Y/TAYHP

Your reference: FBT9955D

Dear Sirs,

We refer to your email of 16/11/2022.

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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, 23 November 2022 2:56 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Subject: FW: OUR REF: SNM22D208048/C02/SMY6498Y/TAYHP & YOUR REF: FBT9955D, D.O.A. 7TH NOVEMBER 2022 -TO CONDUCT PRS

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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Nur Hidayah <hidayah@erzatileemotor.com>
Sent: Wednesday, 23 November 2022 10:01 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Subject: Re: OUR REF: SNM22D208048/C02/SMY6498Y/TAYHP & YOUR REF: FBT9955D, D.O.A. 7TH NOVEMBER 2022 -TO CONDUCT PRS

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WITHOUT PREJUDICE

CLAIMANT: SHEIKH ABDUL QADIR BIN SHAKEL HAMED

INVOLVING MOTOR VEHICLES NO. FBK9955D AND SMY6498Y ALONG ELIAS GREEN

ON 7TH NOVEMBER 2022 AT 20:30 HOURS

[NOTICE FOR PRE-REPAIR INSPECTION](#)

Dear Sirs,

I refer to the above matter and we have yet to get any surveyor for the said bike and it's been nearly a week. I hope to get the soonest response from your end thank you

Best Regards,

Nur Hidayah

Administrative Executive

Erzat Lee Motor Trading Pte Ltd

Synergy@KB 23

Kaki Bukit Road 4

#01-19 Level 2 Singapore 417801

E: Hidayah@erzatleemotor.com

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On Wed, 16 Nov 2022 at 17:14, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

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via EMAIL ONLY

Dear Irene,

Please refer to the above subject

Kindly **conduct PRS FBK9955D** 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

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