

Rajes (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Wednesday, 7 December 2022 12:08 PM
To: Claims; assignments
Cc: Claims Dept of CTI; Alfred Toh
Subject: RE: OUR REF: SNM22D208671/C02/ SMU7469X/TOHHS & YOUR REF: SLQ 8020 H, DOA:01.12.2022 21:20 (SGT) TO CONDUCT PRS
Attachments: WhatsApp Video 2022-12-02 at 11.41.10.mp4

WITHOUT PREJUDICE

YOUR REF: SLQ8020H
OUR REF: SNM22D208671/C02/SMU7469X/TOHHS

Dear Sirs

Contents of your email noted.

Please note that liability is not clear. (video footage from client refers)

We would appreciate to receive your client's video footage for consideration.

Aside to M/s LKK Auto Consultants Pte Ltd, please assist to arrange survey on SLQ8020H. (email below refers)

Best Regards

Alfred Toh
Assistant Manager
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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From: Claims <claims@procarcare.com.sg>
Sent: Wednesday, 7 December 2022 11:31 am
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Claims <claims@procarcare.com.sg>
Subject: RE: OUR REF: SNM22D208671/C02/ SMU7469X/TOHHS & YOUR REF: SLQ 8020 H, DOA:01.12.2022 21:20 (SGT) TO CONDUCT PRS

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Dear Alfred

Please proceed with Marcus (LKK).

Appreciate if you can advise on the accident liability.

Thanks and regards

Wayne Lim

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

M: +65 9125 0606 | T: +65 6741 5336 | F: +65 6741 4906

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



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From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Monday, December 5, 2022 12:08 PM

To: Claims <claims@procarcare.com.sg>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: OUR REF: SNM22D208671/C02/ SMU7469X/TOHHS & YOUR REF: SLQ 8020 H, DOA:01.12.2022 21:20 (SGT) TO CONDUCT PRS

WITHOUT PREJUDICE

YOUR REF: SLQ8020H

OUR REF: SNM22D208671/C02/SMU7469X/TOHHS

Dear Sirs

We refer to your email pertaining of **Saturday, 3 December 2022 at 3.43 pm** pertaining to the above matter.

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.

If you have any queries, please email us at claimsdept@sg.cntaiping.com

Best Regards

Alfred Toh
Assistant Manager
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Monday, 5 December 2022 10:28 am

To: Claims <claims@procarcare.com.sg>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: OUR REF: SNM22D208671/C02/ SMU7469X/TOHHS & YOUR REF: SLQ 8020 H, DOA:01.12.2022 21:20 (SGT)
TO CONDUCT PRS

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Alfred,

Please refer to the above subject.

Kindly **conduct PRS SLQ 8020 H** soonest possible.

Please contact our claims department Alfred Toh the officer in charge or **6389 6116** should you require our assistance or clarification.

Kindly quote our claim reference number when replying.

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. . Any inconvenience caused is much regretted.

Thank you

Chong Boon Sen

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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