

Shiau Chan (LKKAuto)

**From:** Shiau Chan (LKKAuto)  
**Sent:** Wednesday, 22 February 2023 5:28 PM  
**To:** Tan Kah Leong; Irene Tay; SUR  
**Subject:** RE: OUR REF: SNM22D208867/C02/ SNC9532R/TAYHP & YOUR REF: SKU6117S, DOA:07.12.2022 18:15 (SGT) TO CONDUCT PRS  
**Attachments:** SKU6117S IA.pdf

Dear Irene/Kah Leong,

Enclosed herewith preliminary advice of SKU 6117S.

Kindly assist to create claim in Merimen System.

The make & model is TOYOTA HARRIER ELEGANCE 2.0

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)

**From:** Shiau Chan (LKKAuto) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>  
**Sent:** Wednesday, January 4, 2023 4:47 PM  
**To:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM22D208867/C02/ SNC9532R/TAYHP & YOUR REF: SKU6117S, DOA:07.12.2022 18:15 (SGT) TO CONDUCT PRS

Dear Irene / Kah Leong,

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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)

**From:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>  
**Sent:** Monday, 12 December 2022 3:58 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM22D208867/C02/ SNC9532R/TAYHP & YOUR REF: SKU6117S, DOA:07.12.2022 18:15 (SGT) TO CONDUCT PRS

Dear Irene,

Thank you for the assignment.  
Please be informed that vehicle not in the workshop, repairer will arrange.

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)

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** Monday, 12 December 2022 2:48 PM  
**To:** JL Perfect Autowork <[jlperfectautowork@gmail.com](mailto:jlperfectautowork@gmail.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM22D208867/C02/ SNC9532R/TAYHP & YOUR REF: SKU6117S, DOA:07.12.2022 18:15 (SGT) TO CONDUCT PRS

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with JL PERFECT to conduct survey.

Aside to JL;

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: JL Perfect Autowork <[jlperfectautowork@gmail.com](mailto:jlperfectautowork@gmail.com)>  
Sent: Monday, 12 December 2022 1:36 PM  
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)>  
Subject: Re: OUR REF: SNM22D208867/C02/ SNC9532R/TAYHP & YOUR REF: SKU6117S, DOA:07.12.2022 18:15 (SGT) TO CONDUCT PRS

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Dear Irene,

Please arrange **Adrian Ling (LKK)** to come and conduct the survey for vehicle SKU6117S.

Thank You.

Regards,

Irene

Mobile: 8297 9787  
JL Perfect Autowork Pte. Ltd.  
8 Kaki Bukit Avenue 4 #08-09  
Premier @ Kaki Bukit  
Singapore 415875

On Mon, Dec 12, 2022 at 11:49 AM 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 regrette

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

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**Irene Tay**

Claims Department (Motor Division)

**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](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Monday, 12 December 2022 10:46 AM

**To:** JL Perfect Autowork <[jlperfectautowork@gmail.com](mailto:jlperfectautowork@gmail.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** RE: OUR REF: SNM22D208867/C02/ SNC9532R/TAYHP & YOUR REF: SKU6117S, DOA:07.12.2022 18:15 (SGT) TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Irene,

Please refer to the above subject.

Kindly **conduct PRS SKU6117 S** 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.\***

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

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