

Rajes (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Tuesday, 13 December 2022 10:51 AM
To: Assessment Dept; Joseph Koh; Claims Dept; assignments
Cc: Claims Dept of CTI; Alfred Toh
Subject: RE: OUR REF: SNM22D208872/C02/ SJP9611A/TOHHS & YOUR REF: SJS 7342 Z, DOA:08.12.2022 18:41 (SGT) TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sirs

Contents of your email noted.

Aside to M/s LKK Auto consultants Pte Ltd, please assist to arrange survey on SJS7342Z. (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

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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From: Assessment Dept <assessment_ral@bifrostauto.com>
Sent: Tuesday, 13 December 2022 10:03 am
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims_rar@bifrostauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: OUR REF: SNM22D208872/C02/ SJP9611A/TOHHS & YOUR REF: SJS 7342 Z, DOA:08.12.2022 18:41 (SGT) 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.

WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assign Mohd Taufikh (LKK) to conduct the survey please.

Thank you.

Regards,

PEI JIA

Motor Claims Department

Tel: 88547553

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

On Mon, 12 Dec 2022 at 20:22, Alfred Toh <alfred.toh@sg.cntaiping.com> wrote:

WITHOUT PREJUDICE

YOUR REF: SJS7342Z

OUR REF: SNM22D208872/C02/SJP9611A/TOHHS

Dear Sirs

We refer to your email pertaining of **Saturday, 10 December 2022 at 2.02 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

Email: claimsdept@sg.cntaiping.com

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From: Assessment Dept <assessment_ral@bifrotauto.com>

Sent: Monday, 12 December 2022 5:34 pm

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

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Joseph Koh <claims@bifrotauto.com>; Claims Dept <claims_rar@bifrotauto.com>

Subject: Re: OUR REF: SNM22D208872/C02/ SJP9611A/TOHHS & YOUR REF: SJS 7342 Z, DOA:08.12.2022 18:41 (SGT) TO CONDUCT PRS

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WITHOUT PREJUDICE,

Dear Sir / Mdm,

Kindly assist to provide the surveyor list please.

KINDLY TAKE NOTE THAT WE WILL NOT BE LIABLE FOR ANY LOSS OF RENTAL DURING THE WAITING PERIOD.

Thank you.

Regards,

PEI JIA

Motor Claims Department

Tel: 88547553

The contents of this document apply to vehicle damages only. All personal injuries and damages arising therefrom are excluded from the ambit and application of this document.

On Mon, 12 Dec 2022 at 12:52, Claims Dept of CTI <claimsdept@sg.cntaiping.com> wrote:

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Alfred,

Please refer to the above subject.

Kindly **conduct PRS SJS 7342 Z** 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.

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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