

## Meng Yan (LKK Auto)

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**From:** Muhammad Zuhri <zuhri@tanchong.com>  
**Sent:** Wednesday, 21 December 2022 3:19 PM  
**To:** Meng Yan (LKK Auto); SUR; assignments  
**Subject:** RE: OUR REF: SNM22D209163/C02/YM9211J/LEWLC & YOUR REF: SMS2348E, DOA:19.12.2022 13:15 (SGT) TO CONDUCT PRS

Hi,

Kindly assist to arrange survey as follows:

Date : 23/12/2022  
Day : Friday  
Time : 9.30AM(Waiting)

Please revert with confirmation.

Best Regards,  
M.ZUHRI  
Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589622  
Tel: +65-64694091 :: DID: +65-67038916 :: Fax: +65-64697472  
Email: [zuhri@tanchong.com](mailto:zuhri@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

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**From:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>  
**Sent:** 21 December 2022 12:07  
**To:** Muhammad Zuhri <zuhri@tanchong.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: OUR REF: SNM22D209163/C02/YM9211J/LEWLC & YOUR REF: SMS2348E, DOA:19.12.2022 13:15 (SGT) TO CONDUCT PRS

Dear Zuhri,

Is the vehicle SMS 2348E in the workshop?

Best Regards,  
**Yan** | 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)

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**From:** Muhammad Zuhri <[zuhri@tanchong.com](mailto:zuhri@tanchong.com)>  
**Sent:** Wednesday, 21 December 2022 10:23 AM  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM22D209163/C02/YM9211J/LEWLC & YOUR REF: SMS2348E, DOA:19.12.2022 13:15 (SGT) TO CONDUCT PRS

Dear Jenny,

Noted with thanks.

Best Regards,  
ZUHRI  
Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589622  
Tel: +65-64694091 :: DID: +65-67038916 :: Fax: +65-64697472  
Email: [zuhri@tanchong.com](mailto:zuhri@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

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**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Sent:** 21 December 2022 09:59  
**To:** Muhammad Zuhri <[zuhri@tanchong.com](mailto:zuhri@tanchong.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM22D209163/C02/YM9211J/LEWLC & YOUR REF: SMS2348E, DOA:19.12.2022 13:15 (SGT) TO CONDUCT PRS

WITHOUT PREJUDICE

Dear Sir / Madam,

We will be assigning LKK to survey your client's vehicle on a without prejudice basis.  
Pls be advised that our insured yet to lodge report.

Aside to LKK,

Please proceed to survey the vehicle.  
Thank you.

Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Muhammad Zuhri <[zuhri@tanchong.com](mailto:zuhri@tanchong.com)>  
**Sent:** Wednesday, 21 December 2022 9:57 am  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM22D209163/C02/YM9211J/LEWLC & YOUR REF: SMS2348E, DOA:19.12.2022 13:15 (SGT) TO CONDUCT PRS  
**Importance:** High

**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 Jenny,

Kindly assign [9. Mohd Taufikh (LKK)] to survey the vehicle.

Also kindly advise about Direct Settlement Liability.

Best Regards,  
ZUHRI  
Tan Chong Motor Sales Pte Ltd  
913 Bukit Timah Road  
Singapore 589622  
Tel: +65-64694091 :: DID: +65-67038916 :: Fax: +65-64697472  
Email: [zuhri@tanchong.com](mailto:zuhri@tanchong.com)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.nissan.com.sg](http://www.nissan.com.sg)

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**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Sent:** 21 December 2022 09:45  
**To:** Muhammad Zuhri <[zuhri@tanchong.com](mailto:zuhri@tanchong.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM22D209163/C02/YM9211J/LEWLC & YOUR REF: SMS2348E, DOA:19.12.2022 13:15 (SGT) TO CONDUCT PRS

**Without Prejudice**

**Our reference:** **SNM22D209163/C02/YM9211J/LEWLC (Insured yet to lodge report)**  
**Your reference:** **SMS2348E**

Dear Sirs / Madam,

**ACCIDENT INVOLVING YM9211J & SMS2348E on 19/12/2022**

We refer to your email of 20/12/2022.

**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.

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.

Regards,

**Jenny Lew**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Wednesday, 21 December 2022 9:26 am  
**To:** Muhammad Zuhri <[zuhri@tanchong.com](mailto:zuhri@tanchong.com)>; Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM22D209163/C02/ YM9211J/LEWLC & YOUR REF: SMS2348E, DOA:19.12.2022 13:15 (SGT) TO CONDUCT PRS

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear Jenny,

Please refer to the above subject.

Kindly **conduct PRS SMS2348E** soonest possible.

Please contact our claims department Jenny Lew **6389 6172** 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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