

## Meng Yan (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Friday, 23 December 2022 2:12 PM  
**To:** Claims; Admin A; assignments  
**Subject:** RE: CTP REF NO. SNM22D209116C02 --- Arrange for survey - Acc on 17.12.2022 invlg GBB 28 L & SJN 8635 Z

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with PROGRESSIVE CAR to conduct survey.

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:** Siew Chin <siewchin@procarcare.com.sg> **On Behalf Of** Claims  
**Sent:** Thursday, 22 December 2022 5:04 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Claims <claims@procarcare.com.sg>  
**Subject:** RE: CTP REF NO. SNM22D209116C02 --- Arrange for survey - Acc on 17.12.2022 invlg GBB 28 L & SJN 8635 Z

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Hi Irene,

Please proceed with Marcus LKK, Appreciate if you can advise on the accident liability.

Regards,

**Siew Chin**  
Claims Advisory  
Progressive Car Care Pte Ltd  
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716  
T: +65 6741 5336 | F: +65 6741 7208  
E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)  
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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Wednesday, December 21, 2022 11:01 AM

**To:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** CTP REF NO. SNM22D209116C02 --- Arrange for survey - Acc on 17.12.2022 invlg GBB 28 L & SJN 8635 Z

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. Any inconvenience caused is much regretted.

Best Regards,

Irene

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**Irene Tay**

Claims Department (Motor Division)

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**From:** Siew Chin <[siewchin@procarcare.com.sg](mailto:siewchin@procarcare.com.sg)> **On Behalf Of** Claims

**Sent:** Tuesday, 20 December 2022 5:41 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Claims <[claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)>

**Subject:** Arrange for survey - Acc on 17.12.2022 invlg GBB 28 L & SJN 8635 Z

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Dear sirs

Please refer to attached and arrange for survey  
VEHICLE NOT IN WORKSHOP

Regards,

**Siew Chin**

Claims Advisory

Progressive Car Care Pte Ltd

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

T: +65 6741 5336 | F: +65 6741 7208

E: [claims@procarcare.com.sg](mailto:claims@procarcare.com.sg)

W: [www.procarcare.com.sg](http://www.procarcare.com.sg)



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