

Meng Yan (LKK Auto)

From: Rajes (LKK Auto)
Sent: Wednesday, 1 February 2023 1:25 PM
To: Irene Tay; assignments
Subject: RE: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

Dear Irene,

Thank you for the assignment.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: 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>

Sent: Tuesday, 31 January 2023 3:57 PM

To: Claims <claims@premiumauto.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: claims@fta.com.sg

Subject: RE: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

Dear Sir/Mdm (LKK),

Please assist to get your surveyor to liaise with PREMIUM AUTO to conduct survey.

Aside to Formteam;

Please ignored this assignment as I have reassigned to LKK as per premium email.

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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 31 January 2023 3:12 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; claims@fta.com.sg

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

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Dear Irene,

Kindly assign the case to LKK as FTA has appt already @2pm-230pm and our client's only able to do it@2pm tomorrow

Sorry for the inconvenience caused.

Best regards,
George Wong
Claims advisor

◆ PREMIUM AUTOMOBILES

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

e. Claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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From: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Tuesday, 31 January 2023 2:23 pm

To: Claims <claims@premiumauto.com.sg>; claims@fta.com.sg

Subject: RE: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

Dear Sir/Mdm (Formteam),

Please assist to get your surveyor to liaise with PREMIUM AUTO 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

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From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 31 January 2023 2:09 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: RE: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

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Dear Irene,

Would like to check if you has assign FTA for the survey ?

Thank you

Best regards,
George Wong
Claims advisor

❖ **PREMIUM AUTOMOBILES**

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

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From: Claims <claims@premiumauto.com.sg>

Sent: Tuesday, 31 January 2023 9:12 am

To: 'Irene Tay' <irene.tay@sg.cntaiping.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

Importance: High

Dear Irene,

We would like to choose FTA for car survey.

Kindly arrange for car survey on 1 of Feb 2023 @ 2pm at 55 Ubi Rd 1 S 408699. Owner waiting.

Thank you.

Best regards,
George Wong
Claims advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

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From: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Tuesday, 17 January 2023 5:02 pm

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

Subject: RE: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

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 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

DID: (65) 6389 6192 | F: (65) 6224 7175

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

Irene Tay

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 17 January 2023 4:54 PM
To: Claims <claims@premiumauto.com.sg>; Irene Tay <irene.tay@sg.cntaiping.com>
Subject: RE: OUR REF: SNM23D200444/C02/ SML5974P/TAYHP & YOUR REF: SMJ 7843 G, DOA: 16.01.2023 14:50 (SGT) TO CONDUCT PRS

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Irene,

Please refer to the above subject.

Kindly **conduct PRS SMJ 7843 G** 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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