

## Celine Fong (LKKAuto)

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**From:** Rajes (LKK Auto)  
**Sent:** Wednesday, 1 February 2023 1:04 PM  
**To:** Adeline Chng; assignments; SUR  
**Cc:** Claims Dept of CTI  
**Subject:** RE: OUR REF: SNM23D200770/C02/ SJS1835H/CHNGPW & YOUR REF SND 1436 H, DOA 29.01.2023 09:30 (SGT) TO CONDUCT PRS

Dear Adeline,

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)

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**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Wednesday, 1 February 2023 9:01 AM  
**To:** Assessment Dept <assessment\_ral@bifrostauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** Joseph Koh <claims@bifrostauto.com>; Claims Dept <claims\_rar@bifrostauto.com>  
**Subject:** RE: OUR REF: SNM23D200770/C02/ SJS1835H/CHNGPW & YOUR REF SND 1436 H, DOA 29.01.2023 09:30 (SGT) TO CONDUCT PRS

**Without Prejudice, Save as to Costs**

Dear LKK

Please refer to below email and liaise with third party workshop.

**Thank you.**

**Adeline Chng**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | 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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春节快乐，万事如意

Wishing you & your family a Happy Lunar New Year!

中国太平保险(新加坡)有限公司  
CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

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**From:** Assessment Dept <[assessment\\_ral@bifrotauto.com](mailto:assessment_ral@bifrotauto.com)>

**Sent:** Tuesday, January 31, 2023 7:20 PM

**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Cc:** Joseph Koh <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>; Claims Dept <[claims\\_rar@bifrotauto.com](mailto:claims_rar@bifrotauto.com)>

**Subject:** Re: OUR REF: SNM23D200770/C02/ SJS1835H/CHNGPW & YOUR REF SND 1436 H, DOA 29.01.2023 09:30 (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 Tue, 31 Jan 2023 at 16:46, Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)> wrote:

Without Prejudice, Save as to Costs

Our reference: **SNM23D200770C02/ SJS1835H/Chngpw**

Your reference: SND1436H

Dear Sirs

**ACCIDENT INVOLVING SJS1835H & SND1436H ON 29/01/2023**

We refer to your email of 31/01/2023

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 contact Adeline Chng at 63896155 and email us at [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**Thank you.**

**Adeline Chng**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6224 7175

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

**Sent:** Tuesday, January 31, 2023 4:04 PM

**To:** Assessment Dept <[assessment\\_ral@bifrostauto.com](mailto:assessment_ral@bifrostauto.com)>; Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Cc:** Joseph Koh <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Claims Dept <[claims\\_rar@bifrostauto.com](mailto:claims_rar@bifrostauto.com)>

**Subject:** RE: OUR REF: SNM23D200770/C02/ SJS1835H/CHNGPW & YOUR REF SND 1436 H, DOA 29.01.2023 09:30 (SGT) TO CONDUCT PRS

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Adeline,

Please refer to the above subject.

Kindly conduct PRS SND 1436 H possible.

Please contact our claims department Adeline Chng 6389 6155 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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