

Veron Chen (LKKAuto)

From: Siew Chin <siewchin@procarcare.com.sg> on behalf of Claims <claims@procarcare.com.sg>
Sent: Monday, 15 May 2023 3:34 PM
To: Jenny Lew; SUR; assignments
Cc: Claims Dept of CTI
Subject: RE: SNM23D202299/C02/CB6905D/LEWLC / RE: Arrange for survey - Acc on 27.03.2023 invlg SLD 7619 G & CB 6905 D
Attachments: [Untitled]15052023155155_3-12.jpg; [Untitled]15052023155155_5-12.jpg; [Untitled]15052023155155_1-12.jpg

Dear Jenny,

Please refer to attached LOD for your early settlement.
Thank you

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
W: www.procarcare.com.sg



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From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, April 3, 2023 10:39 AM
To: Claims <claims@procarcare.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM23D202299/C02/CB6905D/LEWLC / RE: Arrange for survey - Acc on 27.03.2023 invlg SLD 7619 G & CB 6905 D

WITHOUT PREJUDICE

Dear Sirs/Madam,

Based on the available information, we agree on direct settlement.

Subject to policy terms & conditions, damages consistency and quantum, please let us have your quantification of claim including your client's Letter of Authority once repair cost and days are finalised with our surveyor for our further consideration.

Please note that the claim for loss of use and/or rental per day, if any, will be strictly based on the Non-Injury Motor Accident (NIMA) benchmark and surveyor's recommendation.

Please note that this proposal shall not be deemed or construed to be (a) an admission of the truth or falsity of any actual or potential claims or (b) an acknowledgment or admission by China Taiping Insurance Pte Ltd of any fault or liability whatsoever to the insured or to any third party.

China Taiping Insurance Pte Ltd reserves any and all rights under the policy to investigate the claim and to make a determination on coverage, including the rights to reject the claim.

Regards,

Jenny Lew
Senior 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Claims <claims@procarcare.com.sg>
Sent: Saturday, April 1, 2023 3:44 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM23D202299/C02/CB6905D/LEWLC / RE: Arrange for survey - Acc on 27.03.2023 invlg SLD 7619 G & CB 6905 D

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Hi Jenny

Appreciate if you can advise if your client had reported the accident and on the accident liability.

Regards,

Siew Chin
Claims Advisory
Progressive Car Care Pte Ltd
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please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof.

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Tuesday, March 28, 2023 4:52 PM

To: Claims <claims@procarcare.com.sg>; 'SUR' <sur@lkkauto.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: SNM23D202299/C02/CB6905D/LEWLC / RE: Arrange for survey - Acc on 27.03.2023 invlg SLD 7619 G & CB 6905 D

Without Prejudice

Dear Sir / Madam,

We will be appointing **M/s LKK AUTO CONSULTANTS PTE LTD** to conduct the pre-repair survey (PRS) on your client's vehicle.

We seek your cooperation to arrange the vehicle readily for dismantling with repair estimates during the pre-repair survey.

Aside to LKK,

Please arrange and survey the vehicle.

Regards,

Jenny Lew

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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

Sent: Tuesday, March 28, 2023 4:46 PM

To: Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Claims <claims@procarcare.com.sg>

Subject: RE: SNM23D202299/C02/CB6905D/LEWLC / RE: Arrange for survey - Acc on 27.03.2023 invlg SLD 7619 G & CB 6905 D

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Hi Jenny

Please arrange LKK – Marcus Chua

Regards,

Lily LIM

Claims Advisory

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From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, March 28, 2023 4:44 PM
To: Claims <claims@procarcare.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM23D202299/C02/CB6905D/LEWLC / RE: Arrange for survey - Acc on 27.03.2023 invlg SLD 7619 G & CB 6905 D

Without Prejudice

Our reference: SNM23D202299/C02/CB6905D/LEWLC
Your reference: SLD7619G

Dear Sirs / Madam,

ACCIDENT INVOLVING CB6905D & SLD7619G on 27/03/2023.

We refer to your email of 28/03/2023.

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:-

Marcus Chua Kang Seng (LKK)	Ben Chua (FTA)	Mohd Fadhilah Bin Osman (LBS)
Kenneth Kong Seng Cheong (LKK)	Li Lewei (FTA)	Stan See Chew Seng (LBS)
Alex Yu Lek Keong (LKK)	Gary Soon (FTA)	Anthony Lim Cher Chong (LBS)
Mohammed Rasul Bin Mohd Yunus (LKK)	Ng You Han (FTA)	
Mohamad Taufikh Bin Hamid (LKK)	You Jin Feng (FTA)	

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.

Regards,

Jenny Lew

Senior Executive
Claims Department

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

Sent: Tuesday, March 28, 2023 4:24 PM

To: Claims <claims@procarcare.com.sg>; Jenny Lew <jenny.lew@sg.cntaiping.com>

Subject: RE: SNM23D202299/C02/ CB6905D/LEWLC / RE: Arrange for survey - Acc on 27.03.2023 invlg SLD 7619 G & CB 6905 D

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Jenny,

Please refer to the above subject.

Kindly conduct PRS SLD7619G 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

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