

Veron Chen (LKKAUTO)

From: Joseph Low <joseph@ow.sg>
Sent: Thursday, 24 October 2024 3:30 PM
To: Jenny Lew (CTPIS); Claims Dept of CTI
Cc: Mohamed Nashik; Ee Ying Yi (Michelle); Loong Ghien Yee; Ling Ting An; Jonathan Ng; Veron Chen (LKKAUTO); Adeline Lim; Foo Song Jun
Subject: LOD - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024
*** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02
Attachments: SLF8518Y LOD.pdf

Our Ref: SLF8518Y / TP#2609
Your Ref: PC2115J / SNM24D204853/C02

Without Prejudice

Dear Motor Claim Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$	22,781.00	
- Loss of Use	S\$	3,600.00	(\$120.00 X 30 Days)
- TP GIA Report (PC2115J)	S\$	31.00	
- LTA / GIA Search Fee	S\$	27.25	

Grand Total	S\$	<u>26,439.25</u>	
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Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

Best Regards,

Joseph Low (Mr.)
Assistant Claims Administrator
Office : (+65) 6481 1522

OPT/MA//ERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625
Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733
Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047
Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339
Tel: (+65) 6472 1313
Tel: (+65) 6481 1522
Tel: (+65) 6452 6868

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From: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: 03 October 2024 09:33
To: Foo Song Jun <songjun.foo@ow.sg>
Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam,

1. Based on the available information, we would like to explore a direct settlement for the sake of an amicable settlement and on a without any admission of liability basis.
2. 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.
3. 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.
4. 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.
5. This proposal of direct settlement in paragraphs 1 to 4 above is CONDITIONAL upon China Taiping's Policy liability being engaged, and China Taiping Insurance Pte Ltd reserve any and all rights under our Policy to investigate further into the claim and to make a determination on our Policy coverage, including our rights to reject the claim should new evidence be available. In the event that we reject our Policy coverage, you will then have to look directly to our insured and /or insured motorist for recovery of any sums you may incur or may have incurred towards repairs for the vehicle.

Regards,

Jenny Lew
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:** 太平獅城 Taiping SG

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From: Foo Song Jun <songjun.foo@ow.sg>
Sent: Wednesday, 2 October 2024 2:48 pm
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02

[Confidential]

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[Confidential]

Dear Jenny

Any update for this claim

Kindly advise the liability

Thank you

Foo Song Jun (Mr.)

Motor Claims Officer

Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

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

Sent: Monday, 16 September 2024 2:52 pm

To: Foo Song Jun <songjun.foo@ow.sg>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle)

<yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>;

Jonathan Ng <jonathan.ng@ow.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

We are investigating the matter.

You may advise your client to claim OD if urgent, thank you.

Regards,

Jenny Lew

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

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From: Foo Song Jun <songjun.foo@ow.sg>
Sent: Monday, 16 September 2024 9:36 am
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02
Importance: High

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[Confidential]

Dear Jenny

The insured has reported on 29/09/2024
Would like to check the liability for this case

Thank you
Foo Song Jun (Mr.)
Motor Claims Officer
Office : (+65) 6481 1522

OPT/MA//ERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625
Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733
Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047
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From: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: Monday, 9 September 2024 11:49 am
To: Foo Song Jun <songjun.foo@ow.sg>
Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02
Importance: High

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

We are investigating the matter.

You may advise your client to claim OD if urgent, thank you.

Regards,

Jenny Lew
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

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From: Foo Song Jun <songjun.foo@ow.sg>
Sent: Monday, 9 September 2024 11:42 am
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02

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[Confidential]

Dear Jenny

The insured has reported on 29/09/2024
Would like to check the liability for this case

Thank you
Foo Song Jun (Mr.)
Motor Claims Officer
Office : (+65) 6481 1522

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

Sent: Thursday, 5 September 2024 3:21 pm

To: Foo Song Jun <songjun.foo@ow.sg>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle)

<yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>;

Jonathan Ng <jonathan.ng@ow.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3 ; CTI ref: SNM24D204853/C02

Importance: High

[Confidential]

WITHOUT PREJUDICE

Dear Sirs/Madam

We are investigating the matter.

You may advise your client to claim OD if urgent, thank you.

Regards,

Jenny Lew

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

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From: Foo Song Jun <songjun.foo@ow.sg>

Sent: Thursday, 5 September 2024 12:20 pm

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

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle)

<yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng

<jonathan.ng@ow.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3

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Dear Jenny

Has your insured reported?
Would like to check on the liability for this case.

Thank you

Foo Song Jun (Mr.)

Motor Claims Officer

Office : (+65) 6481 1522

OPT/MA//ERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

Motor Insurance Claims Centre: Blk 10 Ang Mo Kio Industrial Park 2A, #01-05/06 Singapore 568047

Optima Carz Leasing: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Tel: (+65) 6255 1339

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Tel: (+65) 6452 6868

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From: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Sent: Thursday, 5 September 2024 12:00 pm

To: Foo Song Jun <songjun.foo@ow.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle)

<yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>;

Jonathan Ng <jonathan.ng@ow.sg>; SUR <sur@lkkauto.com>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3

Dear Song Jun,

Kindly check with China Taiping OIC Ms Jenny for liability.

Best Regards,

Veron Chen | Case Handler

Own Damage & Third Party Property Damage

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: sur@lkkauto.com fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Foo Song Jun <songjun.foo@ow.sg>

Sent: Thursday, 5 September 2024 11:52 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle)

<yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng

<jonathan.ng@ow.sg>; SUR <sur@lkkauto.com>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3

Dear Veron

Has your insured reported?

Would like to check on the liability for this case.

Thank you

Foo Song Jun (Mr.)

Motor Claims Officer

Office : (+65) 6481 1522

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 3 September 2024 5:37 pm

To: Foo Song Jun <songjun.foo@ow.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle)

<yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>;

Jonathan Ng <jonathan.ng@ow.sg>; SUR <sur@lkkauto.com>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024 *** LKK REF: CS/CTI24080513/Kvh3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Veron,

Kindly assist.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Foo Song Jun <songjun.foo@ow.sg>

Sent: Tuesday, September 3, 2024 9:36 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle)

<yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng

<jonathan.ng@ow.sg>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024.

Dear Mei kwan

Enclosed full GIA Report

Kindly advise who is the officer in charge

Thank you

Foo Song Jun (Mr.)

Motor Claims Officer

Office : (+65) 6481 1522

OPT/MA//ERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 2 September 2024 5:19 pm

To: Foo Song Jun <songjun.foo@ow.sg>; Admin A <admin-a@lkkauto.com>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>

Subject: RE: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024.

Dear Sir / Madam,

Thank you for your email.

Please email us full GIA report.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Foo Song Jun <songjun.foo@ow.sg>

Sent: Monday, September 2, 2024 4:47 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Joseph Low <joseph@ow.sg>; Mohamed Nashik <mohamed.nashik@ow.sg>; Ee Ying Yi (Michelle) <yingyi.ee@ow.sg>; Loong Ghien Yee <ghienyee.loong@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Jonathan Ng <jonathan.ng@ow.sg>

Subject: PRI - SLF8518Y CLAIMING AGAINST PC2115J (CHINA TAIPING), DOA: 28/08/2024.

Dear Motor Claims Department

Enclosed scene video/photos and marked estimate for your perusal.

LKK Kenneth have conducted pre-repair inspection today.

Kindly advise who is the officer in charge?

Has your insured reported?
Would like to check on the liability for this case.

Thank you
Foo Song Jun (Mr.)
Motor Claims Officer
Office : (+65) 6481 1522

OPT/MA//ERKZ™ PTE. LTD.

Head Office: 159 Sin Ming Road, Amtech Building Lobby 2, #04-05 Singapore 575625

Service Centre: 600 Sin Ming Avenue, CityCab Building, #03-00 Singapore 575733

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