

Hueh Yin (LKK Auto)

From: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>
Sent: Wednesday, November 20, 2024 4:30 PM
To: Alex Loh (Ding Auto Sin Ming Branch); SUR; assignments
Cc: Allen (Ding Auto - Sin Ming Branch); Kenneth Ding; Celine Chua (Ding Auto - Sin Ming Branch); Lynn Yap (Ding Auto); Marcus Lee (Ding Auto - Sin Ming Branch); Joyce (Ding Auto - Carros Branch); Aliff (Ding Auto - BLK10 Branch)
Subject: RE: CTI REF: SNM24D205311/SMH1788H/C02/TANCHC - YOUR REF: GU456A | DOA: 19/09/2024 - CHECK LIABILITY

[Internal]

Hi Alex,

As discussed, for the third-party claim, you only need to upload the estimate and photos.

Hi LKK,

Please conduct PRS.

Thank you.

Regards,
Jacqueline Tan
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Tel: (65) 6389 6116 | F: (65) 6224 7175

**For survey matter, please email to claimsdept@sg.cntaiping.com
For all LOD, please email to claimsdept@sg.cntaiping.com

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From: Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>
Sent: Wednesday, 20 November 2024 4:18 pm
To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>
Cc: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>
Subject: Re: CTI REF: SNM24D205311/SMH1788H/C02/TANCHC - YOUR REF: GU456A | DOA: 19/09/2024 - CHECK LIABILITY

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Dear Jacqueline,

I am still unavailable to upload the audatex estimate report, it only allows me to upload documents.

	Case No.	Claim No.	Claimant No.	Notification No.	Vehicle No.	Handler	Surveyor	Status	Accident Date	Video Survey	Operation	Loss Ass
■	18200505030956 62240	SNM24D205311	2	24N090748	GU456A	Jacqueline Tan			19/09/2024 21:20:00			

io more than 40M (support: .xls.xlsx.ppt.pptx.doc.docx.pdf.jpg.jpeg.png.tif.tiff.mp3.mp4.mov.avi)

Document Name	Upload Workshop	Upload Time	Thumbnail	Operation
WhatsApp Image 2024-09-21 at 09.37.47.jpeg	DING AUTO PTE LTD	20/11/2024 16:11:35		Download
WhatsApp Image 2024-09-21 at 09.37.46.jpeg	DING AUTO PTE LTD	20/11/2024 16:11:35		Download
WhatsApp Video 2024-09-21 at 09.37.47.mp4	DING AUTO PTE LTD	20/11/2024 16:11:35		Download
WhatsApp Image 2024-09-21 at 10.20.02 (3).jpeg	DING AUTO PTE LTD	20/11/2024 16:12:07		Download
WhatsApp Image 2024-09-21 at 10.20.03 (5).jpeg	DING AUTO PTE LTD	20/11/2024 16:12:07		Download
WhatsApp Image 2024-09-21 at 10.20.07 (3).jpeg	DING AUTO PTE LTD	20/11/2024 16:12:07		Download
WhatsApp Image 2024-09-21 at 10.20.01 (1).jpeg	DING AUTO PTE LTD	20/11/2024 16:12:07		Download
WhatsApp Image 2024-09-21 at 10.20.07 (4).jpeg	DING AUTO PTE LTD	20/11/2024 16:12:07		Download
WhatsApp Image 2024-09-21 at 09.43.43.jpeg	DING AUTO PTE LTD	20/11/2024 16:12:07		Download

Best Regards,

Alex Loh

Claims Department (Sin Ming Branch)

Mobile +65 9764 9669 Office +65 6452 1208
Web www.dingauto.sg Email smclaims@dingauto.sg
HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721
Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Wed, Nov 20, 2024 at 3:39 PM Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com> wrote:

[Internal]

Hi Alex,

Please submit your Estimate and Audatex report via Ezclaim.

Thank you.

Regards,

Jacqueline Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>
Sent: Friday, 15 November 2024 11:20 am
To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>
Cc: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>
Subject: Re: CTI REF: SNM24D205311/SMH1788H/C02/TANCHC - YOUR REF: GU456A | DOA: 19/09/2024 - CHECK LIABILITY

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Dear Jacqueline,

We would like to check if we need to arrange a survey or Desktop survey for this vehicle GU456A ?

Best Regards,

Alex Loh
Claims Department (Sin Ming Branch)

Mobile +65 9764 9669 Office +65 6452 1208
Web www.dingauto.sg Email smclaims@dingauto.sg
HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721
Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 NorthWest Branch 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Mon, Oct 14, 2024 at 4:35 PM Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com> wrote:

[Internal]

WITHOUT PREJUDICE

Dear Sir/Mdm,

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,

Jacqueline Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>

Sent: Monday, 14 October 2024 12:18 pm

To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>

Cc: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>; Kenneth Ding <kenneth.ding@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>

Subject: Re: CTI REF: SNM24D205311/SMH1788H/C02/TANCHC - YOUR REF: GU456A | DOA: 19/09/2024 - CHECK LIABILITY

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Dear Jacqueline,

Our Client wishes to inform you that he is on his lane while your insured is turning right, and that your insured doesn't have the right of way please refer to the attached road scenario of the accident place. which i have marked on it for your better understanding.

We are hoping to hear from you soon.

Thank you

Best Regards,

Alex Loh

Claims Department (Sin Ming Branch)

Mobile +65 9764 9669 **Office** +65 6452 1208

Web www.dingauto.sg **Email** smclaims@dingauto.sg

HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721

Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Tue, Oct 8, 2024 at 11:48 AM Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com> wrote:

[Internal]

WITHOUT PREJUDICE

Hi Allen,

Without any supporting evidence, we are unable to pin point either parties should liable based on available information.

Therefore, we cannot agree to a Direct Settlement at this time.

You may advise your client to claim under Own Damage first if urgent repair is required.

Thank you.

Regards,

Jacqueline Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 8 October 2024 11:42 am
To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>; Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>
Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>
Subject: CTI REF: SNM24D205311/SMH1788H/C02/TANCHC - YOUR REF: GU456A | DOA: 19/09/2024 - CHECK LIABILITY

[Internal]

Dear Jacqueline,

Please refer to the below email.

Kindly assist.

Thank you.

Belinder Ng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175 | F: (65) 6222 1033

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

From: Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg>
Sent: Tuesday, 8 October 2024 11:08 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Kenneth Ding <kenneth.ding@dingauto.sg>; Celine Chua (Ding Auto - Sin Ming Branch) <accounts@dingauto.sg>; Lynn Yap (Ding Auto) <Claims@dingauto.sg>; Marcus Lee (Ding Auto - Sin Ming Branch) <workshop@dingauto.sg>; Joyce (Ding Auto - Carros Branch) <admin.carros@dingauto.sg>; Aliff (Ding Auto - BLK10 Branch) <blk10workshop@dingauto.sg>; Alex Loh (Ding Auto Sin Ming Branch) <smclaims@dingauto.sg>
Subject: Re: TP CLAIM: ACCIDENT INVOLVING GU456A & SMH1788H ON 19/09/2024 - CHECK LIABILITY

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.

Dear China Taiping Insurance Claim Officers,

We would like to check the liability status of this case.

Thnks.

Best Regards,

Allen
Claims Department (Sin Ming Branch)

Mobile +65 9689 0390 **Office** +65 6452 1208
Web www.dingauto.sg **Email** reporting@dingauto.sg
HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721
Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869

On Fri, Sep 27, 2024 at 3:34 PM Allen (Ding Auto - Sin Ming Branch) <reporting@dingauto.sg> wrote:

Dear China Taiping Insurance Claim Officers,

Good day to you.

Kindly refer to the attached GIA Report, Third Party Insurer Enquiries, Certificate of Insurance, Accident Photos & Accident Scene Video Footage for your further viewing.

We would like to check the liability for this case.

Kindly revert to us the liability status for this case as soon as possible so that we can advise our client and arrange the vehicle to be in for survey and repair.

Please do not hesitate to contact us for further assistance, thank you.

Best Regards,

Allen
Claims Department (Sin Ming Branch)

Mobile +65 9689 0390 **Office** +65 6452 1208
Web www.dingauto.sg **Email** reporting@dingauto.sg
HQ 176 Sin Ming Drive #04-06 Sin Ming Autocare S575721
Branch Blk 10 Sin Ming Industrial Estate Sector C #01-20 S575645 **NorthWest Branch** 60 Jalan Lam Huat #06-46/47 Carros Centre S737869