

Shu Pei (LKKAUTO)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 16 January 2018 2:07 PM
To: Thin Thin (LKKAUTO); Jas Khine (LKKAUTO); Admin A; Hsiao Tong (LKKAUTO)
Cc: Alfred Toh; Lucas Lee; Chong Boon Sen; Hwang Shiang Yi; Chee So Chow; KKLau; Olivia Lau (LKKAUTO); Bryan Ang (LKKAUTO)
Subject: ALLEGED ACCIDENT INVOLVING SBY74G & SHC3347U ON 28 DECEMBER 2017 ALONG CAIRNHILL CIRCLE (SNM18D00102C02/4) - LKK REF: CC3/CTI18000126/K1ub3
Attachments: REPORT OF SBY74G.pdf; SEARCH BY NRIC.pdf; SEARCH BY VEHICLE NUMBER.pdf

LKK REF: CC3/CTI18000126/K1ub3
CTI REF: **SNM18D00102C02/4 (SBY74G)**

Dear Thin Thin

We refer to our earlier email pertaining to the above matter.

It is noted that the third party driver has a long chain of accidents.

Please assist to check with attending whether it would be fruitful to conduct investigation on the accident.

Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte Ltd
3 Anson Road
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Singapore 079909
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From: Claims Dept of CTI
Sent: Tuesday, January 16, 2018 12:42 PM
To: Alice Ho <alicembpl@gmail.com>; Thin Thin (LKKAUTO) <thinthin@lkkauto.com>; Shu Pei (LKKAUTO) <shupeil@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: generalmbpl@gmail.com; Charlie Koh <charliembpl@gmail.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alice Ng <alice.ng@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Irene Ho <irene.ho@sg.cntaiping.com>; Lucas Lee <lucas.lee@sg.cntaiping.com>; Hwang Shiang Yi <shiangyi.hwang@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; KKLau <kklau@lkkauto.com>; Olivia Lau <olivialau@lkkauto.com>

Subject: RE: ALLEGED ACCIDENT INVOLVING SBY74G & SHC3347U ON 28 DECEMBER 2017 ALONG CAIRNHILL CIRCLE (SNM18D00102C02/4) - LKK REF: CC3/CTI18000126/K1ub3

LKK REF: CC3/CTI18000126/K1ub3
CTI REF: SNM18D00102C02/4 (SBY74G)

Dear Thin Thin

We refer to the above matter.

Attach herewith mutual client's SAS report for your attention and necessary action.

Please assist to contact Insured driver for the video footage as it was not attached in SAS report (Merimen) as he claimed that there was NO accident.

We await your advice in due course.

Boon Sen shall be in-charge for this claim

Regards

Alfred Toh
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Claims Department
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From: Alice Ho [<mailto:alicembpl@gmail.com>]
Sent: Tuesday, January 16, 2018 11:56 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: generalmbpl@gmail.com; Charlie Koh <charliembpl@gmail.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Alice Ng <alice.ng@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Irene Ho <irene.ho@sg.cntaiping.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Lucas Lee <lucas.lee@sg.cntaiping.com>; Hwang Shiang Yi <shiangyi.hwang@sg.cntaiping.com>
Subject: Re: ALLEGED ACCIDENT INVOLVING SBY74G & SHC3347U ON 28 DECEMBER 2017 ALONG CAIRNHILL CIRCLE (SNM18D00102C02/4)

Hi Alfred

Thank you for your reply.

According to my insured , her husband has went down to workshop to file a report already , so can you check with the workshop again and update me

Thanks & Regards,

Alice Ho

Meta Agency Pte Ltd
1 Yishun Industrial Street 1
#05-30 A'Posh Bizhub
Singapore 768160

Tel : 6334 6210 (Ext 104)

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Travel : <http://www.singaporetravelinsurance.com/>

On Tue, Jan 16, 2018 at 11:25 AM, Claims Dept of CTI <claimsdept@sg.entaiping.com> wrote:

LKK'S REF: CC3/CTI18000126/K1ub3

CTI'S REF: SNM18D00102C02/4 (SBY74G)

INSURED: HUANG HUI HUI SHERRY

DRIVER: CHIA CHUAN CHEONG

Police Report filed: 15 January 2018

ATTN: ALICE HO

Dear Ms Ho

We refer to your email pertaining to the above matter.

Please assist to **notify Insured to file Accident Report** (bring along the police report together with driving licence and NRIC and provide the video footage – available as advised in Mr Chia Chuan Cheong's Police Report) **at M/s LKK Auto Consultants Pte Ltd OR any of China TaiPing Insurance's Authorized Workshop (Reporting Centre) IMMEDIATELY to enable us to handle the third party property claim against her Motor Insurance Policy on her behalf.**

Aside to Thin Thin, please assist to look into the matter.

Aside to Lucas (Irene Tay), please keep track on the matter.

Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte Ltd

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From: Alice Ho [mailto:alicembpl@gmail.com]

Sent: Tuesday, January 16, 2018 10:38 AM

To: Irene Ho <irene.ho@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; generalmbpl@gmail.com; Charlie Koh <charliembpl@gmail.com>; Alice Ng <alice.ng@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: Re: FW: HUANG HUI HUI SHERRY / SBY74G / DMPCSN3039681701

Hi Irene

I have not receive any reply from Claim Department, client is have disappointed to the whole incident as she said she did not involve with any accident, she has lodged a police report yesterday , kindly find the attachment

Thanks & Regards,

Alice Ho

Meta Agency Pte Ltd

1 Yishun Industrial Street 1

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Mobile : 9800 3976

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Website : www.cheapcarinsurance.com.sg

Travel : <http://www.singaporetravelinsurance.com/>

From: Alice Ho [mailto:alicembpl@gmail.com]

Sent: Monday, 15 January, 2018 11:50 AM

To: Irene Ho <irene.ho@sg.cntaiping.com>

Cc: generalmbpl@gmail.com

Subject: HUANG HUI HUI SHERRY / SBY74G / DMPCSN3039681701

Hi Irene

My client has received the claim letter , below is the email from my client

Please advice .

As spoken, there was no accident involved hence we are unable to file a report.

I have no idea how a taxi driver without details am able to file a report of accident.

On 28 Dec, my Husband exited from CTE and has to filter to right lane. The taxi driver, instead of giving way, accelerated. Hence, my Husband has no choice but to go to the vehicle in front which gave way to him.

I am unsure of how a fictitious accident can be reported.

Please do help me settle this as we are unable to go down to the workshop.

Thanks.

Regards,

Sherry

Alice Ho

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