

## Vic (LKKAUTO)

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**From:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Sent:** Wednesday, 9 May, 2018 10:25 AM  
**To:** Vic (LKKAUTO); Admin A; 'Cynthia'; Bevan Lim (LKK Auto)  
**Cc:** Irene Tay; Alfred Toh; Hwang Shiang Yi; Chee So Chow; KKLau; Olivia Lau (LKKAUTO); Hsiao Tong (LKKAUTO)  
**Subject:** Direct Settlement - Accident Involving GX4348L (OI: SNM18D00592C02) AND SKL1776U (TP : CC6/CTI18001838/hs3) on 25/01/2018  
**Attachments:** IMG-20180126-WA0058.jpg; SKL1776U VIDEO.MP4; 29032018170524.pdf; LTR TO INSD DATED 01.02.2018.pdf; REMINDER LTR TO INSD DATED 12.02.2018.pdf

LKK REF: CC6/CTI18001838/hs3

CTI REF: **SNM18D00592C02/8** (GX4348L)

Dear Vic

We refer to the above matter.

Please proceed to reject the third party property damage claim as Insured has failed and/or refused to file report till date.

*Irene, please proceed to repudiate liability and **re-direct ALL claims to M/s Transcool Transport Solutions Pte Ltd for their own disposal.***

Best Regards

**Alfred Toh**  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
TEL: +65 6389 6116  
FAX: +65 6224 7478/6224 7175  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)  
[www.sg.cntaiping.com](http://www.sg.cntaiping.com)



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**From:** Vic (LKKAUTO) [mailto:[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)]  
**Sent:** Wednesday, May 09, 2018 9:52 AM

**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; 'Cynthia' <cynthia@cosmoautomobiles.com.sg>  
**Cc:** Irene Tay <irene.tay@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Hwang Shiang Yi <shiangyi.hwang@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; KKLau <kklau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Bevan Lim (LKK Auto) <bevanlim@lkkauto.com>  
**Subject:** RE: Direct Settlement - Accident Involving GX4348L (OI: SNM18D00592C02) AND SKL1776U (TP : CC6/CTI18001838/hs3) on 25/01/2018

Dear All,

We refer further to the below email.

Please advise if Insured GIA report is available.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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

**Sent:** Monday, 2 April, 2018 9:17 AM

**To:** 'Cynthia'; Vic (LKKAuto); Admin A

**Cc:** Irene Tay; Alfred Toh; Hwang Shiang Yi; Chee So Chow; KKLau; Hsiao Tong (LKKAuto)

**Subject:** Direct Settlement - Accident Involving GX4348L (OI: SNM18D00592C02) AND SKL1776U (TP : CC6/CTI18001838/hs3) on 25/01/2018

**M/s Cosmo Insurance Agency Pte Ltd**

**Attn: Ms Cynthia**

Dear Cynthia

We would like to bring to your attention that mutual client, M/s Transcool Transport Solutions Pte Ltd has failed and/or has yet and/or refused to file accident report despite of several reminders sent, till date.

Please advise mutual client to file accident report **IMMEDIATELY** at M/s LKK Auto Consultants Pte Ltd **or** any of China TaiPing's Authorized Workshop (Reporting Centre) to enable us to handle the incoming coming claim against their Motor Insurance Policy on their behalf.

**Aside to Irene, please take necessary action to repudiate liability and re-direct all claims to M/s Transcool Transport Solutions Pte Ltd if there is still no report received by Wednesday, 4 April 2018.**

**Regards**

**Alfred Toh**  
**Senior Executive**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte Ltd**  
**3 Anson Road**  
**#15-00 Springleaf Tower**  
**Singapore 079909**  
**Co. Reg. No. 200208384E**  
**TEL: +65 6389 6116**  
**FAX: +65 6224 7175/6224 7478**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**  
**Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)**

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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** Thursday, March 29, 2018 4:36 PM  
**To:** Lucas Lee <[lucas.lee@sg.cntaiping.com](mailto:lucas.lee@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Jowyn Tay <[jowyn.tay@sg.cntaiping.com](mailto:jowyn.tay@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: Direct Settlement - Accident Involving GX4348L (OI: SNM18D00592C02) AND SKL1776U (TP : CC6/CTI18001838/hs3) on 25/01/2018

Dear Lucas,

We refer further to the below email.

Please be informed that we are yet to receive our Insured's GIA report. Kindly advise if you receive at your end.

Meanwhile, TP repairer had forwarded a copy of their client's video footage that shows the entire accident. Please refer to the attached video and photo for your reference.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Thursday, 1 February, 2018 4:15 PM

**To:** [lucas.lee@sg.cntaiping.com](mailto:lucas.lee@sg.cntaiping.com)

**Cc:** Joel Goh; [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com); Vic (LKKAuto); Asher Sng (LKKAuto); Admin A

**Subject:** FW: Direct Settlement - Accident Involving GX4348L (OI : SNM18D00592C02) AND SKL1776U (TP : CC6/CTI18001838/hs3) on 25/01/2018

Dear Lucas,

Noted and thanks.

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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

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**From:** Lucas Lee [<mailto:lucas.lee@sg.cntaiping.com>]

**Sent:** Thursday, 1 February 2018 2:01 PM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** Joel Goh <[joel.goh@sg.cntaiping.com](mailto:joel.goh@sg.cntaiping.com)>

**Subject:** RE: Direct Settlement - Accident Involving GX4348L (OI : SNM18D00592C02) AND SKL1776U (TP : CC6/CTI18001838/hs3) on 25/01/2018

Dear Shirley,

Kindly refer to the above attachment.

Case Handler: Joel Goh

Regards,

Lucas Lee

Claims Department (Motor)

China Taiping Insurance (Singapore) Pte. Ltd.

3, Anson Road, #16-00

Springleaf Tower,

Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6181

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Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

Email: [lucas.lee@sg.cntaiping.com](mailto:lucas.lee@sg.cntaiping.com)

Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

**Sent:** Tuesday, 30 January, 2018 5:55 PM

**To:** Joel Goh; Claims Dept of CTI

**Cc:** Vic (LKKAuto); Asher Sng (LKKAuto); Admin A

**Subject:** Direct Settlement - Accident Involving GX4348L (OI : CTI - TBA) AND SKL1776U (TP : CC6/CTI18001838/hs3) on 25/01/2018

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s Premium Carz Services Pte Ltd – Kaki Bukit.

Enclosed for your perusal is:

- TP GIA report

We have not authorized repairs.

We will revert preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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