

## Thin Thin (LKKAUTO)

---

**From:** Thin Thin (LKKAUTO)  
**Sent:** Friday, 14 December 2018 10:50 AM  
**To:** 'William Tan Thoo Seng'  
**Cc:** 'Aileen Tan Lee Noi'; 'alfred.toh@sg.cntaiping.com'; KKLau; Admin A; Olivia Lau (LKKAUTO); Hsiao Tong (LKKAUTO)  
**Subject:** RE: [CTI]: Yr ref : N.A. (SJS 7709 A) VS SHA 7340 Y D.O.A. 08.02.18 China.  
**Attachments:** WhatsApp Video 2018-05-14 at 15.35.33 (2).mp4

Dear William,

We refer to your email below.

Please be inform that we have firm instruction given by our principal to inform you that we maintain rejection.

Thanks.

Best Regards,

**Thin Thin Hlaing** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2360 | email: [thinthin@lkkauto.com](mailto:thinthin@lkkauto.com) | fax: 6741-4108

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

---

**From:** Thin Thin (LKKAUTO)  
**Sent:** Friday, 14 December 2018 10:11 AM  
**To:** Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; William Tan Thoo Seng <williamtan@cdge.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Cc:** Aileen Tan Lee Noi <aileentan@cdge.com.sg>; alfred.toh@sg.cntaiping.com; KKLau <kklau@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [CTI]: Yr ref : N.A. (SJS 7709 A) VS SHA 7340 Y D.O.A. 08.02.18 China.

Dear Olivia,

Below matter is pending for further instruction from our Principal.

Thanks.

Best Regards,

**Thin Thin Hlaing** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2360 | email: [thinthin@lkkauto.com](mailto:thinthin@lkkauto.com) | fax: 6741-4108

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

---

**From:** Olivia Lau (LKKAUTO)  
**Sent:** Friday, 14 December 2018 7:35 AM

**To:** William Tan Thoo Seng <[williamtan@cdge.com.sg](mailto:williamtan@cdge.com.sg)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Aileen Tan Lee Noi <[aileentan@cdge.com.sg](mailto:aileentan@cdge.com.sg)>; [alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com); KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [CTI]: Yr ref : N.A. (SJS 7709 A) VS SHA 7340 Y D.O.A. 08.02.18 China.

William, thanks for your email.

Thin / Hsiao Tong - please check on the case. Thanks!

Best Regards,

Olivia Lau

LKK Auto Consultants Pte Ltd

---

**From:** William Tan Thoo Seng <[williamtan@cdge.com.sg](mailto:williamtan@cdge.com.sg)>

**Sent:** Tuesday, December 11, 2018 2:44 AM

**To:** KKLau; [alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

**Cc:** Olivia Lau (LKKAuto); Aileen Tan Lee Noi

**Subject:** Re: Yr ref : N.A. (SJS 7709 A) VS SHA 7340 Y D.O.A. 08.02.18 China.

**Final reminder**

**Outstanding : 9 months.**

**BOLA : 100%**

**Without prejudice.**

Dear Mr Lau

Preceding email reminders refer.

Kindly be informed that case was not prudently handled by your case handler/s.

Liability is crystal clear. On the contrary, case was been kept in abeyance and indefinitely at your end for nine months with no sign of any development..

Not to let matter to be further protracted, kindly forward your offer by **18.12.18**. After which, if no offer received, we will then have to escalate to GIA .

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

**From:** William Tan Thoo Seng

**Sent:** Thursday, 27 September 2018 10:54 AM

**To:** [kklau@lkkauto.com](mailto:kklau@lkkauto.com); [alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

**Cc:** Aileen Tan Lee Noi

**Subject:** Fw: Yr ref : N.A. (SJS 7709 A) VS SHA 7340 Y D.O.A. 08.02.18 China.

**Another urgent reminder**

**BOLA : 100%**

**Outstanding : 6.5 months.**

Without Prejudice.

Dear Mr Lau and Alfred

Preceding emails refer.

Till to date, after protracted for another more three months, nothing heard from you. Kindly be informed that on 22.03.158, the video footage was forwarded to your Bevan. It clearly showed liability is 100% down on your insured driver.

On the contrary, case has been long protracted at your end till to day with no sign of any development.

Without letting matter to be protracted indefinitely, kindly forward your offer by **03.10.18**. Otherwise, we will refer to GIA for advice.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

**From:** William Tan Thoo Seng

**Sent:** Friday, 17 August 2018 3:23 PM

**To:** [kklau@lkkauto.com](mailto:kklau@lkkauto.com)

**Subject:** Yr ref : N.A. (SJS 7709 A) VS SHA 7340 Y D.O.A. 08.02.18 China.

**Urgent reminder**

**Outstanding : 5 months.**

**Liability : 100%**

**Without Prejudice.**

Dear Mr Lau

Preceding emails refer.

Kindly refer to our email to you dated 19.06.18. Till to date, nothing heard from your end.

Kindly ask your case handler not to delay any further, to forward offer and to settle this claim expeditiously and amicably.

Looking forward to receive your offer.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

