Without letting matter to be further protracted indefinitely at your end, please assist to settle this long outstanding matter expeditiously and amicably by **03.10.18**. After which, if no offer/settlement reached, we will then have to refer to GIA for advice.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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Hsiao Tong (LKKAuto)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Monday, 29 July 2019 3:47 PM
To: Hsiao Tong (LKKAuto); alfred.toh@sg.cntaiping.com
Cc: KKLau; Chee So Chow; Aileen Tan Lee Noi
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Escalate to GIA

Outstanding : > 16 months ***
BOLA SCENARIO : S 15(i)

Without Prejudice.

Dear Hsiao Tong

We refer to our several email reminders and telephone conversations dated 16.05.19, 01.06.19, 26.06.19, 11.07.19 and 26.07.19.

Till today, your position is status quo, i.e. pending for China's mandate to settle.

A moment ago, we spoke again. Since you and or your Principal is not interested to settle this matter as per BOLA scenario, kindly be informed that we are escalating matter to GIA.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 26 July 2019 11:56 AM
To: William Tan Thoo Seng <williamtan@cdge.com.sg>
Cc: KKLau <kklau@lkkauto.com>; alfred.toh@sg.cntaiping.com <alfred.toh@sg.cntaiping.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice

Dear Mr William,

We refer to your below email.

We are still pending for instruction from our principal.

We will get back once we receive instruction from our principal.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 26 June 2019 11:54 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>; alfred.toh@sg.cntaiping.com; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Escalate to GIA
Outstanding : > 15 months ***

BOLA scenario : S 15 (i) ***
Liability : 100% Claim amount : $5,262.74

Without Prejudice.

Dear Hsiao Tong

Accident occurred at the slip road. Taxi's damages is consistent with taxi's accident report.

Therefore, we are unable to accept your global offer at $3,000.00.

Since, case has been long protracted at your end for the past **15 months**, without any further protraction, we urge you to settle as per BOLA scenario S15(i), i.e. at 100% liability.

Kindly settle at 100% liability by **04.07.19**. Otherwise, as per our driver's instruction, to escalate matter to GIA

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 26 June 2019 10:05 AM
To: William Tan Thoo Seng

Cc: Aileen Tan Lee Noi
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

For an amicable settlement, we have our principal instruction to improve our offer at a global sum of $3,000.00(all-in). Our principal is of the view that our insured driver was moving off while your client was overtaking our insured vehicle and resulted the accident.

Please consider our revise offer.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Monday, 29 April 2019 1:02 PM
To: alfred.toh@sg.cntaiping.com
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Final reminder

Escalating to GIA
Outstanding/protracted : 13 months ***
BOLA : 100%

Without Prejudice.

Dear Alfred

Case has been long protracted at your end for the past 13 months.

Without any further delay, kindly settle this matter as per BOLA scenario i.e. at 100% liability by **06.05.19**. Otherwise, as instructed by our driver, to proceed with our next course of action.

Kindly forward your offer. We do not wish you to incur unnecessary GIA arbitration cost.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Catherine Koh Mui Gek
Sent: Friday, 26 April 2019 2:31 PM
To: alfred.toh@sg.cntaiping.com
Cc: Hsiao Tong (LKKAuto); William Tan Thoo Seng
Subject: Fw: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Dear Alfred

Attached accident scene photos and taxi rear damages confirmed BOLA S15(i) applies.

Appreciate you could kindly review case and settle our PD claim as per the BOLA guide.

Hopefully, we shall not have to escalate case to GIA.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 23 January 2019 6:36 PM
To: William Tan Thoo Seng
Cc: KKLau
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice

Dear Mr William,

We refer to your below email.

We have our principal instruction to maintain our offer at 50% - $2,450.00(all-in).

Kindly re-consider our offer.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 12 December 2018 9:18 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Outstanding : > 8 months.
Accident scene photographs : Liability 100%

Without Prejudice.

Dear Hsiao Tong

We disagree with your contention stated in your below email of 08.12.18.

We re-attached the accident scene photographs that showed it was a straight line head to rear near side impact. This evidenced liability is clear and not otherwise as reported by your insured driver.

If you and or your Principal were to maintain offer at 50% , then kindly be informed that we will escalate matter to GIA for arbitration.

We shall hold our hands till 19.12.18.

Dear Mr Lau

Kindly assist to resolve this long outstanding case, expeditiously.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Saturday, 8 December 2018 1:01 PM
To: William Tan Thoo Seng
Cc: KKLau
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice

Hi Mr William,

We refer to your below email.

We have our principal instruction to maintain our offer at 50% - $2,450.00 based on conflicting version of accident at this juncture. Our Insured claimed that he was "about to move out" and not moved out as claimed by your good office.

Kindly advise if there is any video footage submitted by your client. If so, kindly let us have a copy of video footage for our further review.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 21 November 2018 4:32 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>
Cc: alfred.toh@sg.cntaiping.com
Subject: Fw: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Urgent reminder

Outstanding : 8 months.
BOLA : 100%

Without Prejudice.

Dear Hsiao Tong

Sorry to send you this reminder.

Preceding emails refer.

On 10.05.18, you informed us that you are still waiting for China's mandate to settle at global sum of $4,900.00. Despite our email sent on 26.09.18, till today, nothing heard from you and case was then being protracted till today.

Dear Mr Lau

Kindly assist to liaise with your Principal to confirm settlement.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: William Tan Thoo Seng
Sent: Wednesday, 26 September 2018 4:13 PM
To: Hsiao Tong (LKKAuto); kklau@lkkauto.com; alfred.toh@sg.cntaiping.com
Cc: Aileen Tan Lee Noi
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Outstanding : 18 months
BOLA S14 : 100%

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

On 10.05.18, we spoke and you told us that you are seeking for China's mandate to settle at global sum of $4,900.00.

In our last email to you dated 29.06.18, we rejected your offer at $2,450.00 and we ask you to settle as per BOLA S14. (liability : 100%)

Till to date, after protracted for two months, nothing heard from you. Yesterday, we then follow up with you and you said nothing heard from your Principal and you will be writing to them.

Dear Alfred and KK Lau

Without letting matter to be further protracted indefinitely at your end, please assist to settle this long outstanding matter expeditiously and amicably by **03.10.18**. After which, if no offer/settlement reached, we will then have to refer to GIA for advice.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

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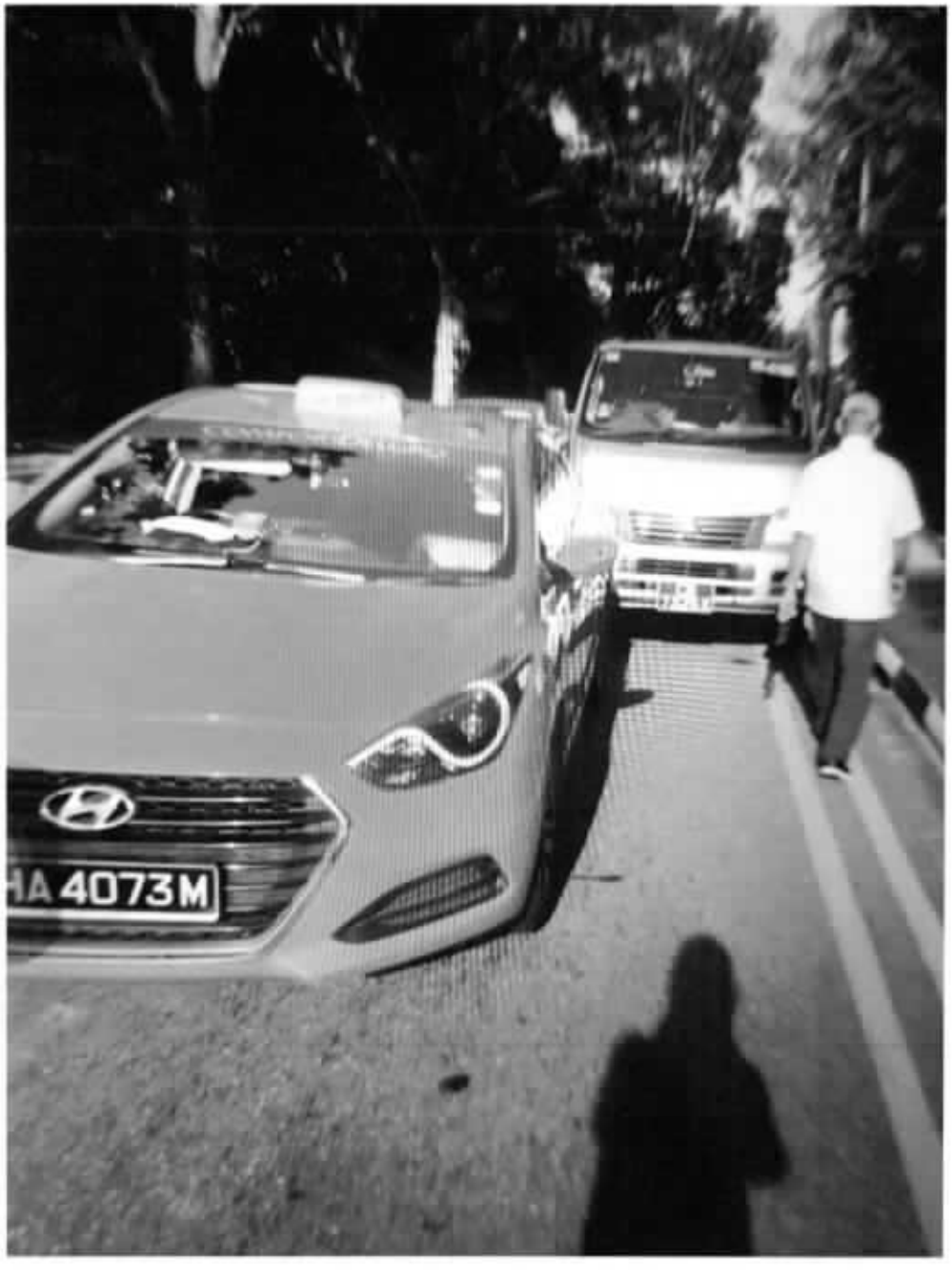
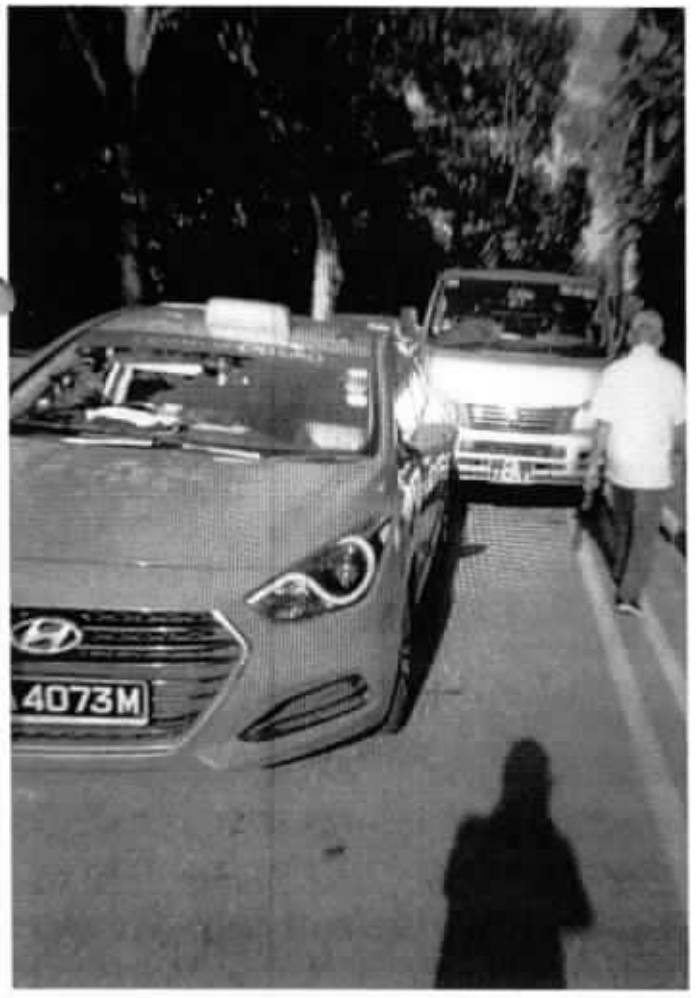
CB
7325 X


HA 4073M



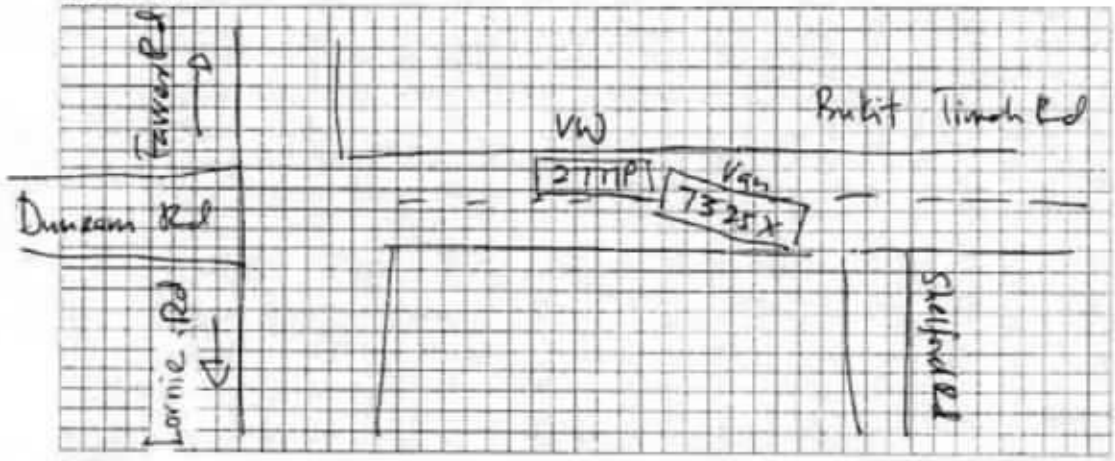
(check 監)

BASED ON OBSERVATION, THE PLACE OF ACCIDENT SHOULD BE ALONG DUNEARN RD, SLIP RD → ADAM R AND NOT SLIP ROAD OF ADAM ROAD → PIE, AS MENTIONED BY O/I WHOSE VERSION IS NOT CREDIBLE.

Sketch Plan #5 Pg. 1

SFM2777P

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 6/3 8.30 am I drove out of Shelford Rd and took the right lane along Bukit Timah Rd ready to turn right into Farrer Rd.

About 1 or 2 mintes later, Van 7325X (on the left lane behind me drove very close to me. I could see his van from my rear mirror. Suddenly he knocked into the left back of my car.

1st Knock O/I Right front

The driver said he was trying to give way to another car.

Subsequently after we parted ways, about 50 metres down the road, I saw the knocked into a NTUC Cab as he tried to filter into Lornie Rd.

2nd ACCDT. ✓

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature
Date & Time: 6/3/2018

Driver's Signature
(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

GIAWeb_SketchPlanForm_V3

Mei Kwan (LKKAuto)

From: Lucas Lee <lucas.lee@sg.cntaiping.com>
Sent: Thursday, 15 March, 2018 9:26 AM
To: Mei Kwan (LKKAuto)
Subject: RE: Direct Settlement - Accident Involving CB7325X (OI : CTI - SNM18D01278C02) and SHA4073M (TP : LKK REF - CC3/CTI18004490/K1pa3) on 06/03/2018
Attachments: MNA118033198-CB7325X.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Dear Sirs,

Kindly refer to the above attachment.

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
Fax: 6224 7175
Email: claimsdept@sg.cntaiping.com
Email: lucas.lee@sg.cntaiping.com
Website: www.sg.cntaiping.com

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Thursday, 15 March, 2018 9:19 AM
To: Lucas Lee
Cc: Jowyn Tay; Claims Dept of CTI; Hsiao Tong (LKKAuto); Zaini (LKK Auto); Admin A
Subject: RE: Direct Settlement - Accident Involving CB7325X (OI : CTI - SNM18D01278C02) and SHA4073M (TP : LKK REF - CC3/CTI18004490/K1pa3) on 06/03/2018

Dear Lucas,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.
Best Regards,
Mei Kwan | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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中国太平
CHINA TAIPING

中国太平保险(新加坡)有限公司
CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
Tel: 6389 6111 Fax: 6222 1033
Website: www.sg.cntaiping.com
Co. Reg. No. 200208384E

Our Reference: ***SNM18D01278/C02/3***

Date : ***09 MARCH 2018*** via Ordinary & Registered Mail

YEO SIO HUA
70A TELOK BLANGAH HEIGHTS
#21-507
SINGAPORE 101070

Dear Sir / Madam

ACCIDENT INVOLVING CB7325X AND SHA4073M ON 06 MARCH 2018
ALONG BUKIT TIMAH ROAD TOWARDS ADAM ROAD

We refer to the abovementioned accident.

Please be advised that the third party vehicle, **SHA4073M** , is filing a third party property claim against your vehicle.

We have appointed **LKK Auto Consultants Pte Ltd,** to administer the said claim on our behalf and they will soon contact you for more information about the accident. Kindly render your assistance and co-operation accordingly.

We understand that you or your driver has not filed an accident report within 24 hours as per Motor Claims Framework. We would urge you to comply with the condition to file your accident report with your vehicle (whether damaged or not) to us IMMEDIATELY through **LKK Auto Consultants Pte Ltd** or any of **our authorized workshops.** You may log onto our website www.sg.cntaiping.com for location of the respective workshops.

We regret to advice that we and/or **LKK Auto Consultants Pte Ltd** will not be handling the third party claim and your NO CLAIM DISCOUNT will be penalized upon renewal of your policy if you fail to comply with the condition of reporting.

Yours truly,
Claims Department

(This is a computer generated letter and no signature is required.)

CC : LKK Auto Consultants Pte Ltd
Attn : HSIAO TONG
Ref : CC3/CTI18004490/K1PA3
Contact No : 67423197
via Email : HSIAOTONG@LKKAUTO.COM

CC : Agent - (AN0580A) - ODDS & EVEN

Mei Kwan (LKKAuto)

From: Hwang Shiang Yi <shiangyi.hwang@sg.cntaiping.com>
Sent: Thursday, 15 March, 2018 4:20 PM
To: Hsiao Tong (LKKAuto)
Cc: Jowyn Tay; Mei Kwan (LKKAuto)
Subject: RE: Direct Settlement - Accident Involving CB7325X (OI : CTI - SNM18D01278C02) and SHA4073M (TP : LKK REF - CC3/CTI18004490/K1pa3) on 06/03/2018
Attachments: CB7325X.PDF

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Dear Hsiao Tong,

Insured involving with 2 accidents within 10 minutes.

Attached herewith the report for your reference.

Case Handler: Jowyn Tay

Thanks & Regards,

Hwang Shiang Yi
Motor Division
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00
Springleaf Tower
Singapore 079909
Co. Reg. No 200208384E
DID : 6389 6541
Fax : 6224 7175 / 6224 7478
Email : claimsdept@sg.cntaiping.com
Email : shiangyi.hwang@sg.cntaiping.com
Website : www.sg.cntaiping.com

Disclaimer :

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From: Lucas Lee
Sent: Friday, 9 March, 2018 3:52 PM
To: 'Mei Kwan (LKKAuto)'
Cc: Jowyn Tay
Subject: RE: Direct Settlement - Accident Involving CB7325X (OI : CTI - SNM18D01278C02) and SHA4073M (TP : LKK REF - CC3/CTI18004490/K1pa3) on 06/03/2018

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 10 August 2019 9:57 AM
To: elaine.cheong@sg.cntaiping.com
Cc: Admin A; Claims Dept of CTI
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5
Attachments: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Hi Elaine,

Attached is a copy of email from third party.

In view of third party is escalating the matter to GIA, we will proceed to close file and submit wp report to your good office.

Thank you.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----
From: Hsiao Tong (LKKAuto)
Sent: Saturday, 6 July 2019 12:19 PM
To: elaine.cheong@sg.cntaiping.com
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

URGENT

Hi Elaine,

Kindly refer to the attached email from third party which is self-explanatory.

Third party rejected our offer at a global sum of $3,000.00(all-in) and insisted for 100%. Otherwise, third party intend to escalate the matter to GIA.

Kindly let us have your further instruction on urgent basis.

Thanks.

Best Regards,
Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----
From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 25 June 2019 4:40 PM
To: elaine.cheong@sg.cntaiping.com
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Hi Elaine,

We refer to the above matter.

As per tele-conversation earlier, you agreed to revise our global sum at $3,000.00(all-in).

We will proceed to offer to third party and get back to you if any issue.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----
From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 14 June 2019 3:42 PM
To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Jess Kong <Jess@oddsneven.com.sg>; Janice Yeoh <janice@oddsneven.com.sg>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Subject: FW: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Dear Elaine

Please proceed to check on the matter.

Regards

Alfred

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, June 14, 2019 3:09:01 PM
To: Claims Dept of CTI
Cc: Elaine Cheong; Alfred Toh; Admin A

Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Dear Sirs/Mdm,

We refer to our below email.

Kindly let us have your instruction.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com<mailto:chewht@lkkauto.com> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 1 June 2019 4:55 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Dear Sirs/Mdm,

We refer to the above matter.

We have further reviewed the matter and based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by third party. Our insured driver said that he pulled along left side of the road after the 1st accident. Later when he about to move off, third party taxi cut into its front causing 2nd accident. Within such a short while, our insured driver had involved in 2 accidents, imagine how careless is he, his driving experience is only 3 years plus. Our insured driver said that he was a bout to move off, if he did not move off his vehicle, third party taxi probably would not had contacted OI mini bus. Therefore, we are of the view that our insured driver is not able to escape liability.

We seek your mandate to negotiate and settle the matter up to global sum $4,900.00(all-in).

The summary is as follows: -

Amount Claimed

Amount Revised

1. Cost of Repair (w/GST)

$ 6,668.56

$ 4,458.13

2. Loss of Rental (4days x $119.28)

$ 477.12

$ 357.84 (3days x $119.28)

3. Loss of Income (4days x $80.00)

$ 320.00

$ 150.00 (3days x $50.00)

4. LTA/ GIA Search Fee

$ 7.49

$ 7.49

Total

$ 7,473.17

$ 4,973.46

Global Sum

$ 4,900.00

Kindly let us have your instruction.

Thank you.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com<mailto:chewht@lkkauto.com> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>>
Sent: Monday, 29 April 2019 4:30 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>; Admin A <admin-a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Jess Kong <Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh <Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

LKK REF: CC3/CTI18004490/K1pa3

CTI REF: SNM18D01278C02/5 (CB7325X)
Section II Excess: $750.00

Dear Hsiao Tong

We refer to our email of 24 December 2018 pertaining to the above matter.

Please assist to look into the matter.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #XX-00 Springleaf Tower Singapore 079909 DID : (65) 6389 6183
FAX: (65) 6224 7478
W: www.sg.cntaiping.com<http://www.sg.cntaiping.com/> | FB:
www.facebook.com/chinataipingsg/<http://www.facebook.com/chinataipingsg/> | WeChat: 太平狮城 Taiping SG

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From: Claims Dept of CTI
Sent: Monday, 24 December, 2018 12:16 PM
To: Hsiao Tong <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>; Admin A <admin-a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Chee So Chow <sochow.chee@sg.cntaiping.com<mailto:sochow.chee@sg.cntaiping.com>>; Jess Kong <Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh <Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>; Angie Foo <angie.foo@sg.cntaiping.com<mailto:angie.foo@sg.cntaiping.com>>
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

LKK REF: CC3/CTI18004490/K1pa3
CTI REF: SNM18D01278C02/5 (CB7325X)
Section II Excess: $750.00

Dear Hsiao Tong

We refer to above matter.

Please proceed to negotiate the claim at best possible terms.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: +65 6389 6183

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/>

[cid:image001.png@01D49B82.79C4EE70]

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, December 15, 2018 10:36 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Chee So Chow <sochow.chee@sg.cntaiping.com<mailto:sochow.chee@sg.cntaiping.com>>; KKLau <kklau@lkkauto.com<mailto:kklau@lkkauto.com>>; Jess Kong <Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh <Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>; Angie Foo <angie.foo@sg.cntaiping.com<mailto:angie.foo@sg.cntaiping.com>>; Admin A <admin-a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Hi Mr Alfred,

We refer to your below email.

We have maintained our offer at 50%. However third party rejected our offer and submitted scene photos for our consideration. No video footage from third party.

Kindly let us have your further instruction.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com<mailto:chewht@lkkauto.com> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com<mailto:claimsdept@sg.cntaiping.com>>
Sent: Wednesday, 21 November 2018 5:15 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>; Admin A <admin-a@lkkauto.com<mailto:admin-a@lkkauto.com>>
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com<mailto:elaine.cheong@sg.cntaiping.com>>; Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>; Chee So Chow <sochow.chee@sg.cntaiping.com<mailto:sochow.chee@sg.cntaiping.com>>; KKLau <kklau@lkkauto.com<mailto:kklau@lkkauto.com>>; Jess Kong <Jess@oddsneven.com.sg<mailto:Jess@oddsneven.com.sg>>; Janice Yeoh <Janice@oddsneven.com.sg<mailto:Janice@oddsneven.com.sg>>; Angie Foo <angie.foo@sg.cntaiping.com<mailto:angie.foo@sg.cntaiping.com>>
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

LKK REF: CC3/CTI18004490/K1pa3
CTI REF: SNM18D01278C02/5 (CB7325X)
Section II Excess: $750.00

Dear Hsiao Tong

We refer to above matter.

Please assist to request for third party video footage to support their claim as our Insured claimed that he was "about to move out" and not moved out as claimed by William Tan.

We would maintain at 50% liability based on conflicting version of accident at this juncture.

Aside to Jess/Janice, please assist to notify mutual client that we may have to consider settling the third party property damage claim in full based on Insured's photos in the SAS report.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: +65 6389 6183
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>
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[cid:image002.png@01D49461.C4BEBC80]

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From: William Tan Thoo Seng [mailto:williamtan@cdge.com.sg]
Sent: Wednesday, November 21, 2018 4:32 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com<mailto:chewht@lkkauto.com>>;
kklau@lkkauto.com<mailto:kklau@lkkauto.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>>
Subject: Fw: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China - SNM18D01278C02/5

Urgent reminder

Outstanding : 8 months.

BOLA : 100%

Without Prejudice.

Dear Hsiao Tong

Sorry to send you this reminder.

Preceding emails refer.

On 10.05.18, you informed us that you are still waiting for China's mandate to settle at global sum of $4,900.00. Despite our email sent on 26.09.18, till today, nothing heard from you and case was then being protracted till today.

Dear Mr Lau

Kindly assist to liaise with your Principal to confirm settlement.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: William Tan Thoo Seng
Sent: Wednesday, 26 September 2018 4:13 PM
To: Hsiao Tong (LKKAuto); kklau@lkkauto.com<mailto:kklau@lkkauto.com>;
alfred.toh@sg.cntaiping.com<mailto:alfred.toh@sg.cntaiping.com>
Cc: Aileen Tan Lee Noi
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Outstanding : 18 months

BOLA S14 : 100%

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

On 10.05.18, we spoke and you told us that you are seeking for China's mandate to settle at global sum of $4,900.00.

In our last email to you dated 29.06.18, we rejected your offer at $2,450.00 and we ask you to settle as per BOLA S14. (liability : 100%)

Till to date, after protracted for two months, nothing heard from you. Yesterday, we then follow up with you and you said nothing heard from your Principal and you will be writing to them.

Dear Alfred and KK Lau

Without letting matter to be further protracted indefinitely at your end, please assist to settle this long outstanding matter expeditiously and amicably by 03.10.18. After which, if no offer/settlement reached, we will then have to refer to GIA for advice.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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For more information please visit http://www.symanteccloud.com

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Hsiao Tong (LKKAuto)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Monday, 29 July 2019 3:47 PM
To: Hsiao Tong (LKKAuto); alfred.toh@sg.cntaiping.com
Cc: KKLau; Chee So Chow; Aileen Tan Lee Noi
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Escalate to GIA

Outstanding : > 16 months ***
BOLA SCENARIO : S 15(i)

Without Prejudice.

Dear Hsiao Tong

We refer to our several email reminders and telephone conversations dated 16.05.19, 01.06.19, 26.06.19, 11.07.19 and 26.07.19.

Till today, your position is status quo, i.e. pending for China's mandate to settle.

A moment ago, we spoke again. Since you and or your Principal is not interested to settle this matter as per BOLA scenario, kindly be informed that we are escalating matter to GIA.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 26 July 2019 11:56 AM
To: William Tan Thoo Seng <williamtan@cdge.com.sg>
Cc: KKLau <kklau@lkkauto.com>; alfred.toh@sg.cntaiping.com <alfred.toh@sg.cntaiping.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice

Dear Mr William,

We refer to your below email.

We are still pending for instruction from our principal.

We will get back once we receive instruction from our principal.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 26 June 2019 11:54 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: KKLau <kklau@lkkauto.com>; alfred.toh@sg.cntaiping.com; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Escalate to GIA
Outstanding : > 15 months ***

BOLA scenario : S 15 (i) ***
Liability : 100%

Claim amount : S$5,262.74

Without Prejudice.

Dear Hsiao Tong

Accident occurred at the slip road. Taxi's damages is consistent with taxi's accident report.

Therefore, we are unable to accept your global offer at $3,000.00.

Since, case has been long protracted at your end for the past **15 months**, without any further protraction, we urge you to settle as per BOLA scenario S15(i), i.e. at 100% liability.

Kindly settle at 100% liability by **04.07.19**. Otherwise, as per our driver's instruction, to escalate matter to GIA

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 26 June 2019 10:05 AM
To: William Tan Thoo Seng

Cc: Aileen Tan Lee Noi
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to your below email.

For an amicable settlement, we have our principal instruction to improve our offer at a global sum of $3,000.00(all-in). Our principal is of the view that our insured driver was moving off while your client was overtaking our insured vehicle and resulted the accident.

Please consider our revise offer.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Monday, 29 April 2019 1:02 PM
To: alfred.toh@sg.cntaiping.com
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Final reminder

Escalating to GIA
Outstanding/protracted : 13 months ***
BOLA : 100%

Without Prejudice.

Dear Alfred

Case has been long protracted at your end for the past 13 months.

Without any further delay, kindly settle this matter as per BOLA scenario i.e. at 100% liability by **06.05.19**. Otherwise, as instructed by our driver, to proceed with our next course of action.

Kindly forward your offer. We do not wish you to incur unnecessary GIA arbitration cost.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Catherine Koh Mui Gek
Sent: Friday, 26 April 2019 2:31 PM
To: alfred.toh@sg.cntaiping.com
Cc: Hsiao Tong (LKKAuto); William Tan Thoo Seng
Subject: Fw: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Dear Alfred

Attached accident scene photos and taxi rear damages confirmed BOLA S15(i) applies.

Appreciate you could kindly review case and settle our PD claim as per the BOLA guide.

Hopefully, we shall not have to escalate case to GIA.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 23 January 2019 6:36 PM
To: William Tan Thoo Seng
Cc: KKLau
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice

Dear Mr William,

We refer to your below email.

We have our principal instruction to maintain our offer at 50% - $2,450.00(all-in).

Kindly re-consider our offer.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 12 December 2018 9:18 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>
Subject: Re: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Outstanding : > 8 months.
Accident scene photographs : Liability 100%

Without Prejudice.

Dear Hsiao Tong

We disagree with your contention stated in your below email of 08.12.18.

We re-attached the accident scene photographs that showed it was a straight line head to rear near side impact. This evidenced liability is clear and not otherwise as reported by your insured driver.

If you and or your Principal were to maintain offer at 50% , then kindly be informed that we will escalate matter to GIA for arbitration.

We shall hold our hands till 19.12.18.

Dear Mr Lau

Kindly assist to resolve this long outstanding case, expeditiously.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Saturday, 8 December 2018 1:01 PM
To: William Tan Thoo Seng
Cc: KKLau
Subject: RE: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Without Prejudice

Hi Mr William,

We refer to your below email.

We have our principal instruction to maintain our offer at 50% - $2,450.00 based on conflicting version of accident at this juncture. Our Insured claimed that he was "about to move out" and not moved out as claimed by your good office.

Kindly advise if there is any video footage submitted by your client. If so, kindly let us have a copy of video footage for our further review.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Wednesday, 21 November 2018 4:32 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>
Cc: alfred.toh@sg.cntaiping.com
Subject: Fw: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Urgent reminder

Outstanding : 8 months.
BOLA : 100%

Without Prejudice.

Dear Hsiao Tong

Sorry to send you this reminder.

Preceding emails refer.

On 10.05.18, you informed us that you are still waiting for China's mandate to settle at global sum of $4,900.00. Despite our email sent on 26.09.18, till today, nothing heard from you and case was then being protracted till today.

Dear Mr Lau

Kindly assist to liaise with your Principal to confirm settlement.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: William Tan Thoo Seng
Sent: Wednesday, 26 September 2018 4:13 PM
To: Hsiao Tong (LKKAuto); kklau@lkkauto.com; alfred.toh@sg.cntaiping.com
Cc: Aileen Tan Lee Noi
Subject: Yr ref : CC3/CTI18004490/K1pa3 (CB 7325X) VS SHA 4073 M D.O.A. 06.03.18 China

Outstanding ; 18 months
BOLA S14 : 100%

Without Prejudice.

Dear Hsiao Tong

Preceding emails refer.

On 10.05.18, we spoke and you told us that you are seeking for China's mandate to settle at global sum of $4,900.00.

In our last email to you dated 29.06.18, we rejected your offer at $2,450.00 and we ask you to settle as per BOLA S14. (liability : 100%)

Till to date, after protracted for two months, nothing heard from you. Yesterday, we then follow up with you and you said nothing heard from your Principal and you will be writing to them.

Dear Alfred and KK Lau

Without letting matter to be further protracted indefinitely at your end, please assist to settle this long outstanding matter expeditiously and amicably by **03.10.18**. After which, if no offer/settlement reached, we will then have to refer to GIA for advice.

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.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

P

COMFORTDELGRO ENGINEERING

Our Ref : T 0318 / SHA4073M /WT(st)
Your Ref :
Date : 14-Mar-18

CDGE Taxi Claims Dept
59 Loyang Drive 4th Flr
Singapore 508969

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701
Mainline +65 6381 6250
Facsimile +65 6280 9755
www.cdge.com.sg
Company Registration No: 199004346Z

Workshops
Braddell
205 Braddell Road
Singapore 579701
Loyang
59 Loyang Drive
Singapore 508969
Sin Ming
383 Sin Ming Drive
Singapore 575717
Pandan
45 Pandan Road
Singapore 609286
Ubi
320 Ubi Road 3
Singapore 408649
Seneko
24 Seneko Loop
Singapore 758158
Sungei Kadut
7 Sungei Kadut Way
Singapore 728791
Yishun
Yishun Industrial Park A
Singapore 768732

CHINA INSURANCE CO LTD
3 ANSON ROAD
#16-00 SPRINGLEAF TOWER
SINGAPORE 079909

Attn : Motor Claims Department **WITHOUT PREJUDICE**

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHA4073M YOUR INSURED CB 7325X
AND OTHER _____ ON 06.03.18

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : **SHA4073M** which was involved in the captioned accident with your insured vehicle.The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving **CB 7325X** we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair		$ 4,458.13
2	4 days Loss of Rental @ $ 119.28 per day		$ 477.12
3	Survey Report Fees **(Surveyed by M/s LKK)**		$ -
4	LTA Search Fees		$ 7.49
5	GIA / Police Report Fees		$ -
6	Towing / Medical / Transporation Fees		$ -
		Sub Total :	$ 4,942.74

HIRER'S CLAIM

7	4 days Loss of Income @ $ 80.00 per days		$ 320.00
		Total Claims :	$ 5,262.74

We enclosed herewith the following documents to support the claims: -

a) Original repair bill and photostat photographs : 7 pcs.
b) LTA search slip/s of : CB 7325X
c) GIA / Police report/s of : SHA4073M
d) Letter of authority from owner / hirer / operator

( ) Traffic Compound ( ) Towing/Medical bill/receipts ( ) Certificate of Insurance
(X) Photograph/s of Accident Scen (x) Downtime/Mileage record (x) Rental Rate letter

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully
William Tan

Deputy Manager
CDGE Claims Department
Tel: 6214 8737 Fax: 6214 1843 Email : williamtan@cdge.com.sg

This is a computer generated letter. No signature is required.

A member of
COMFORTDELGRO

LKK Auto Consultants Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/CTI18004490/K1pa3

04 APRIL 2018

YEO SIO HUA
70A TELOK BLANGAH HEIGHTS
#21-507
SINGAPORE 101070

Dear Sir/Madam,

ACCIDENT INVOLVING CB 7325X / SHA 4073M / OTHERS ON 06/03/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SHA 4073M against your motor insurance policy.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG
Case Handler
DID: 6742 3197
FAX: 6741 4108
EMAIL: chewht@lkkauto.com

c.c. *China Taiping Insurance (Singapore) Pte Ltd*
(Motor Claims Dept)

LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING	**i 40 SHA4073M , CB7325X**	**ON 06-Mar-18 08:45**
ALONG	**BUKIT TIMAH RD TWDS ADAM RD .**	

I / We **QUAH HOCK HENG** (Hirer) NRIC No.: **S0055087F**

and/or (Relief) NRIC No.:

Taxi Number **SHA4073M**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.

2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).

3. To sign Discharge Voucher on my/our behalf.

4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd".**

Date **06-Mar-2018**

Name of Hirer **QUAH HOCK HENG**

Hirer NRIC **S0055087F** Signature :

Address **255 COMPASSVALE ROAD #13-692**
540255

Contact No. **97802502**

COMFORTDELGRO ENGINEERING

A member of COMFORTDELGRO

ComfortDelGro Engineering Pte Ltd
[illegible]

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048
Page:

8010012

CHINA TAIPING INSURANCE CO(S) PTE L
SPRINGLEAF TOWER

3 ANSON ROAD #16-00
SINGAPORE SG 079909

CONTACT NO: 62222366

VEHCLE NO SHA4073M	INV. NO/DATE 91361855 13.03.201
MAKE HYUNDAI	JOB NO. 305122661
MODEL I-40	ODOMETER READING
DATE OF REG 05.11.2015	DATE/TIME IN 06.03.2018 12:25
CHASSIS CODE KMHLB41UMGU080336	

Description : 3P 06.03.16

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0103-0577	I40VC PANEL ASSY-TRUNK LI	1	1,681.40	20.00	1,345.1
0002	04-01-0103-0800	I40VC SYMBOL MARK-TRUNK L	1	27.20	20.00	21.7
0003	04-01-0103-0786	I40VC EMBLEM-CRDI	1	41.00	20.00	32.8
0004	04-01-0103-0584	I40V2 LAMP ASSY-RR COMB I	1	556.80	20.00	445.4
0005	04-01-0103-0787	I40VC EMBLEM-I40	1	41.00	20.00	32.8
0006	04-01-0103-0579	I40VC COVER ASSY-RR BUMPE	1	603.60	20.00	482.8
0007	04-01-0101-0111	HYUNDAI BUMPER COVER CLIP	10	2.20	20.00	17.6
0008	04-01-0103-0738	I40VC COVER-RR BUMPER LWR	1	225.00	20.00	180.0
0009	04-01-0103-0851	I40VC REFLECTOR/REFLEX AS	1	32.00	20.00	25.6
0010	04-01-0103-0581	I40VC LAMP ASSY-RR COMB O	1	565.60	20.00	452.4
0011	28-01-0103-0005	(I40/SONATA)REAR BOOT LOG	1	20.00	0.00	20.0

mfortDelGro Engineering Pte Ltd
mber of COMFORTDELGRO

d Office:
5 Braddell Road
gapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010012	91361855	4,458.13	

dly note that no receipt shall be issued unless requested.

STOMER'S COPY

COMFORTDELGRO ENGINEERING

A member of COMFORTDELGRO

ComfortDelGro Engineering Pte Ltd

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048
Page:

8010012

CHINA TAIPING INSURANCE CO(S) PTE L
SPRINGLEAF TOWER

3 ANSON ROAD #16-00
SINGAPORE SG 079909

CONTACT NO: 62222366

VEHICLE NO
SHA4073M

INV. NO/DATE
91361855 13.03.201

MAKE
HYUNDAI

JOB NO.
305122661

MODEL
I-40

ODOMETER READING

DATE OF REG
05.11.2015

DATE/TIME IN
06.03.2018 12:25

CHASSIS CODE
KMHLB41UMGU080336

S/No	Part No.		Qty	Unit Price	%Disc	Net
0012	28-01-0103-0006	(I40/SONATA)REAR BOOT TEL	1	10.00	0.00	10.0
		SUB-TOTAL :				3,066.48

JOB NATURE

0001	L	PANEL BEATING	500.00	500.00
0002	23-502	SPRAYPAINT ON AFFECTED AREA	540.00	540.00
0003	17-01	CHECK ALL LIGHTING	20.00	20.00
0004	20-00	TUFF COAT ON AFFECTED PARTS.	20.00	20.00
0005	L	R/I REVERSE SENSOR	20.00	20.00
		SUB-TOTAL :		1,100.00

nfortDelGro Engineering Pte Ltd
mber of COMFORTDELGRO

l Office:
Braddell Road
apore 579701

y note that no receipt shall be issued unless requested.

TOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010012	91361855	4,458.13	

COMFORTDELGRO ENGINEERING

A member of COMFORTDELGRO

ComfortDelGro Engineering Pte Ltd
Workshops

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048
Page:

3010012

CHINA TAIPING INSURANCE CO(S) PTE L
SPRINGLEAF TOWER

3 ANSON ROAD #16-00
SINGAPORE SG 079909

CONTACT NO: 62222366

VEHCLE NO SHA4073M	INV. NO/DATE 91361855 13.03.201
MAKE HYUNDAI	JOB NO. 305122661
MODEL I-40	ODOMETER READING
DATE OF REG 05.11.2015	DATE/TIME IN 06.03.2018 12:23
CHASSIS CODE KMHLB41UMGU080336	

Items total		4,166.48
Add GST @	7.000 %	291.65
Invoice amount		4,458.13

Issued by : CHEWBEELENG 13.03.2018 11:31:29
Repair type : CLSO/57/57
Payment Type/Term: /Credit 30 days

mfortDelGro Engineering Pte Ltd
mber of COMFORTDELGRO

d Office:
Braddell Road
apore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
3010012	91361855	4,458.13	

dly note that no receipt shall be issued unless requested.

STOMER'S COPY

Our Ref: CT18030175

Date: 13 March 2018

TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	06/03/2018 @ 08:45 hrs
ALONG	BUKIT TIMAH RD TWDS ADAM RD
INVOLVING	CB7325X

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHA4073M** (the "Taxi"). The Taxi was hired to **QUAH HOCK HENG IC NO S0055087F** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **$119.28** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay
Assistant Manager, Fleet Safety

This is a computer generated letter. No signature is required.

383 Sin Ming Drive Singapore 575717 Mainline +65 6555 1188 Facsimile +65 6453 3183

SHA 4073M

DATE	NAME OF DRIVER	MILEAGE READING	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		DATE	NAME OF DRIVER
				FROM	TO		
6/3	Accident		In	1225	—		
9/3	repair	44	Out	—	1045		

21

Enquire Vehicle Insurer

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
CB7325X	06 Mar 2018 / 08:45:00	Successful	C01	CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Previous OK

LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

CHINA TAIPING INSURANCE (S) PTE LTD

3 ANSON ROAD #16-00
SPRINGLEAF TOWERSINGAPORE 079909

Ref : CC3/CTI18004490/K1pa3q2

Date : 28-08-2019

Code : CTI

1. Policy Particulars :- THIRD PARTY CLAIM

	Insured Veh.	CB 7325X	**Veh. Inspected**	SHA 4073M
	Policy No.	DMBISN1739421700	**Coverage ($)**	0.00
	Claim No.	SNM18D01278/C02/3	**Excess ($)**	0.00
	Assign From		**Assign Date**	07/03/2018

2. Vehicle Particulars & Condition

	Make & Model	HYUNDAI I40	**c.c**	1685
	Engine No.	HIDDEN	**Year of Reg.**	2015
	Chassis No.	KMHLB41UMGU080336	**Colour**	BLUE
	Odometer	316180	**Steering**	IN ORDER
	Brakes	IN ORDER	**Modification**	STANDARD ALLOY RIM
	General	FAIR		

3. Conditions of Tyres

		Size	**Make**	**Balance**
	R/H Front Tyre	205/60 R16	WEST LAKE	7 mm
	L/H Front Tyre	205/60 R16	WEST LAKE	7 mm
	R/H Rear Tyre	205/60 R16	WEST LAKE	7 mm
	L/H Rear Tyre	205/60 R16	WEST LAKE	7 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR N/S PORTION.

DAMAGES SEE DETAILS.

5. General Information

	Accident Date	06/03/2018	**Inspection Date**	07/03/2018
	Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.
B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR: **3 Working Days**

LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHA 4073M

Qty	Description of Parts	Condition	Estimate By Workshop ($))	Our Adjusted ($)
	REPLACEMENT OF PARTS			
1	BOOT LID	DENTED	1,681.40	1,681.40
1	BOOT LID RUBBER	SERVICEABLE	115.80	-
1	BOOT LID LOCK UPPER	SERVICEABLE	137.90	-
1	BOOT LID LOCK LOWER	SERVICEABLE	31.70	-
1	BOOT LID "H" EMBLEM	NECESSARY	27.20	27.20
1	BOOT LID CRDI PLATE	NECESSARY	41.00	41.00
1	BOOT LID LAMP (LH)	CRACKED	556.80	556.80
1	BOOTLID MOULDING	SERVICEABLE	85.00	-
1	BOOTLID I40 EMBLEM	NECESSARY	41.00	41.00
1	BOOTLID LOWER GARNISH	TO REPAIR SEE LABOUR	398.00	-
1	REAR BUMPER	DEFORMED	603.60	603.60
1	REAR BUMPER REINFORCEMENT	SERVICEABLE	504.35	-
2	REAR BUMPER REINFORCEMENT BRACKET (LH/RH) @$180.00	SERVICEABLE	360.00	-
1	REAR BUMPER SIDE BRACKET,LH	SERVICEABLE	49.00	-
10	REAR BUMPER CLIPS	NECESSARY	22.00	22.00
1	REAR BUMPER SPONGE	SERVICEABLE	143.40	-
1	REAR BUMPER UNDER COVER	CUT	225.00	225.00
1	REAR BUMPER REFLECTOR LAMP (LH)	CRACKED	32.00	32.00
1	TAIL LAMP (LH)	CRACKED	565.60	565.60
	LESS 20% DISCOUNT		-1,124.15	-759.12
			4,496.60	3,036.48
	SPECIAL NETT ITEMS			
1	BOOT LID COMFORT LOGO & TEL NO STICKER (SN)	NECESSARY	30.00	30.00
1	REAR BUMPER REVERSE SENSOR (SN)	SERVICEABLE	135.70	-
			165.70	30.00
	LABOUR			
	PANEL BEATING.INCLUSIVE OF THE REPAIR OF BOOTLID LOWER GARNISH.		750.00	500.00
	SPRAY PAINTING CHARGE.		600.00	540.00

Report Ref No. CC3/CTI18004490/K1pa3q2

LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Qty	Description of Parts	Condition	Estimate By Workshop ($))	Our Adjusted ($)
	WIRING CHARGE.		50.00	20.00
	TUFF KOTE.		50.00	20.00
	REMOVE/REFIX REVERSE SENSOR.		120.00	20.00
			1,570.00	1,100.00
	GRAND TOTAL		**6,232.30**	**4,166.48**

	RECOMMENDED COST OF REPAIRS			**4,166.48**

Report Ref No. CC3/CTI18004490/K1pa3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

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