

Vic (LKKAuto)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 3 April, 2018 5:18 PM
To: Vic (LKKAuto); Admin A
Cc: Irene Tay; Alfred Toh; Hwang Shiang Yi; Hsiao Tong (LKKAuto); KKLau
Subject: <TP APPEALED ON REJECTION> RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017
Attachments: Email from TP dd 210817.pdf; VIDEO FOOTAGE.mov

LKK REF - CC3/CTI17002183/H1ha3
CTI REF – SNM17D00737C02/7 (PA4747H)

Dear Vic

We refer to your emails pertaining to the above matter.

Purely for amicable settlement on Without Prejudice basis, we are prepared to 50% liability to resolve the property damage claim.

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
DID : +65 6389 6183
FAX: +65 6224 7175/6224 7478
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com
Website: www.sg.cntaiping.com

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From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]
Sent: Tuesday, April 03, 2018 4:18 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Alice Ng <alice.ng@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: <TP APPEALED ON REJECTION> RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Dear Alfred,

We refer further to our below email.

Please be informed that TP is chasing for an update once again.

Kindly advise.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Vic (LKKAuto)

Sent: Friday, 2 February, 2018 8:56 AM

To: 'Claims Dept of CTI'; Alfred Toh

Cc: 'Irene Tay'; 'Chee So Chow'; KKLau; Olivia Lau (LKKAuto); 'Alice Ng'; Admin A; Vic (LKKAuto)

Subject: RE: <TP APPEALED ON REJECTION> RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Dear Alfred,

We refer further to our below email.

Please be informed that TP is chasing for an update once again.

Kindly advise.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAUTO)
Sent: Wednesday, 31 January, 2018 11:20 AM
To: 'Claims Dept of CTI'
Cc: 'Irene Tay'; 'Alfred Toh'; 'Chee So Chow'; KKLau; Olivia Lau (LKKAUTO); 'Alice Ng'; Admin A; Vic (LKKAUTO)
Subject: RE: <TP APPEALED ON REJECTION> RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017
Importance: High

Dear Alfred,

We refer further to our below email.

Please be informed that TP is chasing once again for an update.

Otherwise, they will escalate the matter to GIA.

Kindly advise if we maintain and/or for your further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAUTO)
Sent: Wednesday, 6 September, 2017 3:08 PM
To: Claims Dept of CTI
Cc: Irene Tay; Alfred Toh; Chee So Chow; KKLau; Olivia Lau (LKKAUTO); Irene Tay; Alice Ng; Admin A; Vic (LKKAUTO)
Subject: RE: <TP APPEALED ON REJECTION> RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Dear Alfred,

We refer to our below email.

Kindly advise further instruction as TP is chasing for an update.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Tuesday, 22 August, 2017 11:58 AM

To: Claims Dept of CTI

Cc: Irene Tay; Alfred Toh; Chee So Chow; KKLau; Olivia Lau (LKKAuto); Irene Tay; Alice Ng; Admin A; Vic (LKKAuto)

Subject: <TP APPEALED ON REJECTION> RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Importance: High

Dear Alfred,

We refer further to our below email.

Please be informed that we had already closed and submitted the relevant documents to your good office.

Kindly be informed that TP appealed on the matter as per their below email statement:

"Without Prejudice.

Dear Vic

Para two of your below email refers.

We disagree with your contention. Prior accident, PA 4747 H was at the bus stop (extreme left). he then switched two lanes to the right, overtook taxi and collided onto the taxi and drove off. In his accident report, he stated that he was not unaware of the accident.

Strictly on a without prejudice, accident of this nature do not warrant a total rejection.

Kindly forward your offer and settle this matter expeditiously and amicably.

If you and or your Principal were to maintain rejection, then kindly confirm case to be escalated to GIA and forward your LOC.

Looking forward to receive your kind acceptance.

Thank you."

Please advise if we maintain position and/or for your further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Tuesday, 11 July, 2017 3:26 PM

To: Claims Dept of CTI

Cc: Irene Tay; Alfred Toh; Chee So Chow; KKLau; Olivia Lau (LKKAuto); Jess Kong; Janice Yeoh; 'Angela Toh'; Irene Ho; Alice Ng; Vic (LKKAuto); Admin A

Subject: RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Dear Alfred,

We refer to your below email.

Please be informed that we are currently finalizing our report and will forward the relevant documents to your good office asap.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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

Sent: Tuesday, 11 July, 2017 3:17 PM

To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Jess Kong <jess@oddsneven.com.sg>; Janice Yeoh <janice@oddsneven.com.sg>; 'Angela Toh' <angela@oddsneven.com.sg>; Irene Ho <irene.ho@sg.cntaiping.com>; Alice Ng <alice.ng@sg.cntaiping.com>

Subject: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

LKK REF - CC3/CTI17002183/H1ha3

CTI REF – SNM17D00737C02/7

Dear Vic

We refer to our Joel Goh's email of 17 March 2017 pertaining to the above matter.

Please close the file at your end and forward your bill for the services rendered for payment before we close our file.

Aside to Irene Ho, please assist to look into the NCD issue at your end.

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
DID : +65 6389 6183
FAX: +65 6224 7175/6224 7478
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com
Website: www.sg.cntaiping.com

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, March 17, 2017 2:27 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Jowyn Tay <jowyn.tay@sg.cntaiping.com>; Joel Goh <joel.goh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Dear Joel,

We refer to your below email.

Please find enclosed copy of TP CCTV footage as requested.

Based on the footage, we are of the view that our Insured vehicle was already in the lane when TP vehicle tried to changed lane and the collision happened.

In our opinion, our Insured is not liable of the accident as the Insured's vehicle was already within the lane when TP vehicle slowly filtered.

As such, we intend to reject the TP claim.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: Mei Kwan (LKKAuto)

Sent: Tuesday, 14 February, 2017 10:18 AM

To: Jowyn Tay <jowyn.tay@sg.cntaiping.com>

Cc: Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Joel Goh <joel.goh@sg.cntaiping.com>; claimsdept@sg.cntaiping.com

Subject: RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Dear Jowyn,

We refer to your below email and the contents were duly noted.

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)

From: Jowyn Tay [<mailto:jowyn.tay@sg.cntaiping.com>]

Sent: Tuesday, 14 February, 2017 9:36 AM

To: Mei Kwan (LKKAuto)

Cc: Jas Khine (LKKAuto); Admin A; Alfred Toh; Jowyn Tay

Subject: RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Dear Mei Kwan,

Refer to your email and our telephone conversation earlier on.

As spoken, we attached herewith our insured's accident report for your immediate attention. At the same time, please request for video footage from SMRT and thereafter, forward the same to us.

Thank you.

(Note: the officer in charge of this matter is Joel Goh).

Regards,

Jowyn Tay

Assistant Claims Executive

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 6174

Fax: 6224 7175 / 6224 7478

Email: claimsdept@sg.cntaiping.com

jowyn.tay@sg.cntaiping.com

Website: www.sg.cntaiping.com

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From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]

Sent: Monday, 13 February, 2017 4:03 PM

To: Claims Dept of CTI

Cc: Joel Goh; Jowyn Tay; Jas Khine (LKKAUTO); Admin A; Alfred Toh

Subject: RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Importance: High

Dear Sir / Madam,

We refer to the email below.

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)

From: Jowyn Tay [<mailto:jowyn.tay@sg.cntaiping.com>]

Sent: Tuesday, 7 February, 2017 11:43 AM

To: Mei Kwan (LKKAUTO); Vic (LKKAUTO)

Cc: Joel Goh; Jas Khine (LKKAUTO); Admin A; Jowyn Tay

Subject: RE: Direct Settlement - Accident Involving PA4747H (OI : SNM17D00737C02/7) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

Importance: High

Dear Vic &/or Mei Kwan,

Refer to your email on 06 Feb 17.

Please note that our insured has yet to report the said accident. We attached our letter for your immediate attention.

Thank you.

Regards,

Jowyn Tay

Assistant Claims Executive

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 6174

Fax: 6224 7175 / 6224 7478

Email: claimsdept@sg.cntaiping.com

jowyn.tay@sg.cntaiping.com

Website: www.sg.cntaiping.com

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From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]

Sent: Monday, 6 February, 2017 11:06 AM

To: Claims Dept of CTI

Cc: Joel Goh; Jowyn Tay; Jas Khine (LKKAUTO); Vic (LKKAUTO); Admin A

Subject: Direct Settlement - Accident Involving PA4747H (OI : CTI - TBA) and SHB6220L (TP : LKK REF - CC3/CTI17002183/H1ha3) on 01.02.2017

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SHB 6220L at M/s ComfortDelGro Engineering Pte Ltd (Loyang).

Enclosed for your perusal is:

- TP GIA report

- TP estimated cost of repair
- Preliminary advice

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 Vic and he can be contacted at DID: 6841 2096.

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

"Wishing you a Happiness and Prosperity New Year"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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