

Vic (LKKAUTO)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 22 November, 2018 12:28 PM
To: Vic (LKKAUTO); Admin A
Cc: Chong Boon Sen; Alfred Toh; Chee So Chow; KKLau; Hsiao Tong (LKKAUTO)
Subject: RE: Yr ref: SNM18D02270C02/4 -SJG1414C - VS SHC 7116 T D.O.A. 30.04.18
LKK REF CC3/CTI18008092/K1hb3

LKK REF CC3/CTI18008092/K1hb3
CTI REF: **SNM18D02270C02/4 (SJG1414C)**

Dear Vic

We refer to the above matter.

Please proceed to negotiate the property damage claim at best possible terms for this accident.

Aside to Boon Sen, please assist to keep track on the matter.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
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From: William Tan Thoo Seng [mailto:williamtan@cdge.com.sg]
Sent: Thursday, November 22, 2018 12:10 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: Yr ref: SNM18D02270C02/4 -SJG1414C - VS SHC 7116 T D.O.A. 30.04.18 LKK REF CC3/CTI18008092/K1hb3

Dear Alfred.

My apology. Have omitted to include you in my sent email.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: William Tan Thoo Seng

Sent: Thursday, 22 November 2018 11:10 AM

To: Vic (LKKAuto); kklau@lkkauto.com; Aileen Tan Lee Noi

Cc: cheesc@sg.cntaiping.com; Aileen Tan Lee Noi

Subject: Re: Yr ref : N.A. (SJG 1414 C) VS SHC 7116 T D.O.A. 30.04.18 LKK REF CC3/CTI18008092/K1hb3

Urgent reminder

Case protracted : > 5 months.

Liability : 100%

Without Prejudice.

Dear Mr Vic

Preceding emails and telephone conversations refer .

On 07.08.18 : We communicated and you told us that you are unable to settle due to "policy issue".

On 18.09.18 : We sent a reminder to you. By now, the above issue should have been resolved. We ask for offer.

On 20.11.18 : We communicated and you told us that you are waiting for China to revert on policy issue. We then sent another reminder to you and KK Lau asking for offer.

On 20.11.18 : You replied : Opine that case is conflicting versions and ask for video footage.

Initially, you should have requested for the video footage, instead of after 5.5 months later. If case was prudently handled, it should have settled long time ago.

Anyway, we disagree with your opinion. If you have refer to your driver's accident report, then you should be able to determine the credibility and liability i.e. he reported that he turned left to filter to the filter lane. This clearly evident liability is 100% down on your driver.

Dear Mr Lau

With regard to to he above, kindly assist to resolve this matter with your Principal and settle this protracted case expeditiously and amicably. We will hold our hands till 29.11.18.

Dear Mr Alfred.

Please forward your offer .

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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

Sent: Tuesday, 20 November 2018 5:44 PM

To: William Tan Thoo Seng

Cc: Admin A; Vic (LKKAuto); KKLau

Subject: RE: Yr ref : N.A. (SJG 1414 C) VS SHC 7116 T D.O.A. 30.04.18 LKK REF CC3/CTI18008092/K1hb3

WITHOUT PREJUDICE

Dear William,

We refer to the above matter.

We are of the opinion that this is a case of **conflicting versions**. There is no conclusive evidence yet to substantiate either party's version. Enclosed herewith in this email is a copy of our insured's accident report for your perusal.

Meanwhile, kindly forward to us with any evidence e.g. video footage (if any) your client have to support your claim.

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: KKLau

Sent: Tuesday, 20 November, 2018 12:38 PM

To: William Tan Thoo Seng

Cc: Vic (LKKAuto); cheesc@sg.cntaiping.com

Subject: Re: Yr ref : N.A. (SJG 1414 C) VS SHC 7116 T D.O.A. 30.04.18

Hi Vic, please call CTI, and update Cdge. Thanks. KKLau.

Sent from my iPad

On 20 Nov 2018, at 9:33 AM, William Tan Thoo Seng <williamtan@cdge.com.sg> wrote:

Gentle reminder

Outstanding : > 5 months.

Liability : 100%

Policy issue ???

Without Prejudice.

Dear Mr Lau

A moment ago, we spoke with Vic and was told that he is waiting for China to revert. Policy issue ?

Case has been outstanding for the past five months with no sign of any development.

Without protracting the matter any further and indefinitely, **please assist to resolve this clear cut liability case.**

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843