

Vic (LKKAUTO)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 4 October, 2019 2:43 PM
To: KKLau; Vic (LKKAUTO); Hsiao Tong (LKKAUTO)
Cc: Ong Chin Kiat; Chee So Chow; Alfred Toh; Susan Teo; Brij Raj Rai; 'Ambrose'
Subject: RE: Yr ref : CC3/CTI18019140/K1hb3q2 (GBG 4803 M) VS SHA 8277 R D.O.A 18.10.18 China - SNM18D05005C02/3(ock)
Attachments: RE: ACCIDENT INVOLVING GBG4803M & SHA8277R ON 18 OCTOBER 2018 LKK REF: CC3/CTI18019140/K1hb3q2; CTPIS REF: SNM18D05005C02(ock)

LKK REF: CC3/CTI18019140/K1hb3q2
CTPIS REF: SNM18D05005C02/3(ock)

Dear Mr Lau/Vic

We refer to our email of 23 September 2019 pertaining to mutual client's feedback on handling of the third party claim upon receipt of our emailed letter requesting them to take over conduct of the claim as they are adamant that Insured driver was not at fault for the accident.

Understand in the below email from M/s ComfortDelgro Engineering Pte Ltd to your good office that **your surveyor has advised that it is not necessary to get both vehicle to be parked side-by-side at your premises for further investigation.**

We would like to put on records that it is not correct to say that there is no reply from us during your communication with William Tan on 24 September 2019, 26 September 2019 and 4 October 2019.

In view of the above, we would appreciate your opinion and recommendation on the claim for our next course of action.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID : (65) 6389 6183
FAX: (65) 6224 7478
W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: William Tan Thoo Seng [mailto:williamtan@cdge.com.sg]
Sent: Friday, 4 October, 2019 11:33 AM
To: Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Yr ref : CC3/CTI18019140/K1hb3q2 (GBG 4803 M) VS SHA 8277 R D.O.A 18.10.18 China - SNM18D05005C02/3(ock)

Proceed with next action.

Outstanding / Protracted : 11 months ***
Police report : Hit & Run
3rd party report : Cannot recall accident

V.F. forwarded on 15.03.19

Without Prejudice.

Dear Vic

Preceding emails refer.

Till today, nothing heard. **Case protracted for 11 months.**

Since, you and or your Principal is not going to entertain this claim, we regret to inform you that we are going to proceed our claim directly against your insured driver.

Thank you.

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

From: William Tan Thoo Seng <williamtan@cdge.com.sg>
Sent: Friday, 27 September 2019 2:35 PM
To: Vic (LKKAuto) <vicalpeh@lkkauto.com>; chinkiat.ong@sg.cntaiping.com <chinkiat.ong@sg.cntaiping.com>
Cc: alfred.toh@sg.cntaiping.com <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Video attached - SHA8277R doa 18.10.18 LKK REF CC3/CTI18019140/K1hb3q2

Urgent reminder

Outstanding / Protracted : 9 months ***
Police report : Hit and Run

Without Prejudice.

Dear Vic

Preceding emails and our several telephone conversations refer.

Till today, case has been long protracted at your end for the past nine months with no sign of any development.

On 12.09.19, your colleague Kelvin Ang had discussed with you, pertaining to your request to conduct investigation on taxi's damages. i.e. to get both vehicles to be parked side -by-side, at your premise.

He told you that it is not necessary to do so. (accident happened after 11 months ago)

On 24.09.19, 26.09.19 and today, we communicated and you simply tell us that nothing heard from China. That's all (???).

Since you and or your Principal is not interested or unable to settle this matter expeditiously and amicably, kindly be informed that by **04.10.19**, if we receive no offer, we will have to proceed our claim directly against your principal's insured driver.

Dear Mr Lau

Please assist to settle.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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

Sent: Monday, 26 August 2019 10:39 AM

To: William Tan Thoo Seng <williamtan@cdge.com.sg>

Cc: KKLau <kklau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>;

Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: Video attached - SHA8277R doa 18.10.18 LKK REF CC3/CTI18019140/K1hb3q2

Without Prejudice

Dear William,

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

Please be informed that our principal would like to conduct another vehicle inspection, this time, requesting the taxi SHA 8277R to be put beside our Insured's vehicle to determine the consistency of the damages. This is in request of our Insured as he still strongly denied any collision on this accident.

Kindly grant our request in order to clear this matter and our principal is prepared to pay for whatever losses the taxi SHA 8277R will incur for this activity.

We propose for the location to be at our office and kindly let us know if when the taxi can be available so we can arrange accordingly with our Insured vehicle to come in as well.

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

Sent: Tuesday, 16 July, 2019 9:54 AM

To: Vic (LKKAUTO)

Cc: KKLau; Admin A; Alfred Toh; Ong Chin Kiat; Chee So Chow; Asher Sng (LKKAUTO); Aileen Tan Lee Noi

Subject: Re: Video attached - SHA8277R doa 18.10.18 LKK REF CC3/CTI18019140/K1hb3q2

Escalating to GIA

Outstanding / protracted : > 8 months.

Video footage furnished on 15.03.19 ***

Liability : 100%

D.V. signed on 11.04.19 ***

Without Prejudice.

Dear Vic

Preceding emails refer.

Case was confirm settlement and D.V. was signed on **11.04.19**.

After three months later, instead of forwarding your payment, suddenly, you withdraw the settlement by simply telling us that your insured had strongly denied liability. (???)

The video footage clearly showed your insured's lorry cut in diagonally into our driver's lane of travel, initiated this whole accident.

Professionally, accident of this nature shall warrant a 100% settlement. Since you do not wish to settle this matter, we regret to inform you that we shall have to escalate matter to GIA.

Dear KK Lau /So Chow

Do you wish to incur unnecessary GIA arbitration cost ? Please revert.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

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

Sent: Monday, 15 July 2019 6:06 PM

To: William Tan Thoo Seng

Cc: KKLau; Aileen Tan Lee Noi; Admin A; Vic (LKKAUTO); Alfred Toh; Ong Chin Kiat; Chee So Chow;

johnsoncth@gmail.com

Subject: RE: Video attached - SHA8277R doa 18.10.18 LKK REF CC3/CT118019140/K1hb3q2

Without Prejudice

Dear William,

We refer further to our below email.

Please be informed that we would like to withdraw our below offer and settlement as our Insured till date had strongly denied liability for this matter.

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: Wednesday, 10 April, 2019 5:14 PM

To: William Tan Thoo Seng

Cc: KKLau; Aileen Tan Lee Noi; Admin A; Vic (LKKAuto)

Subject: RE: Video attached - SHA8277R doa 18.10.18

Without Prejudice

Dear William,

We refer further to your below email.

Purely for an amicable settlement on a without prejudice basis and without admission of liability to our Insured's part, we propose a global sum of **\$1,640.00** (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and forward the original copy to us for payment processing.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

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)



Auto
Consultants
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From: William Tan Thoo Seng [<mailto:williamtan@cdge.com.sg>]

Sent: Friday, 15 March, 2019 3:44 PM

To: Vic (LKKAuto); Hsiao Tong (LKKAuto)

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

Subject: Fw: Video attached - SHA8277R doa 18.10.18

Outstanding : > 4 months.

Video footage : 100%

Without Prejudice.

Dear Vic

As requested, we attached the video footage that clearly showed liability is 100% down on your insured driver.

Therefore, without any further delay, kindly forward your offer and settle this matter expeditiously and amicably by 25.03.19.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: Catherine Koh Mui Gek

Sent: Wednesday, 13 March 2019 4:52 PM

To: William Tan Thoo Seng

Subject: Video attached - SHA8277R doa 18.10.18

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