

## Mei Kwan (LKKAUTO)

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**From:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Sent:** Monday, 25 March, 2019 10:58 AM  
**To:** Mei Kwan (LKKAUTO); Admin A; Hsiao Tong (LKKAUTO)  
**Cc:** Alfred Toh  
**Subject:** Direct Settlement - Accident Involving TRC940H (OI: SNM19D200713C02/2) and SHD4894U (TP : LKK REF - CC3/CTI19002579/Npa3) on 31/01/2019  
**Attachments:** WhatsApp Image 2019-03-25 at 9.57.41 AM.jpeg; REPORT OF XD5772S (TRC940H).pdf  
  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed  
  
**Categories:** HMK

Dear Mei Kwan/Hsiao Tong

Please assist to change our Claim Reference to: SNM19D200713C02/2 (XD5772S/TRC940H)

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
Tel (65) 6389 6183  
Fax (65) 6224 7478  
Email: claimsdept@sg.cntaiping.com  
alfred.toh@sg.cntaiping.com  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Claims Dept of CTI  
**Sent:** Monday, 25 March, 2019 10:53 AM  
**To:** meikwan@lkkauto.com; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Cc:** Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; henry.tan@yllogistics.com.sg; Yap Mei Fang <meifang.yap@ssgroup.sg>; ivy.limls@ssgroup.sg; Chen YiYi <yiyi.chen@ssgroup.sg>; xiaosi.tanss@ssgroup.sg; goodluck\_enq@outlook.com  
**Subject:** Direct Settlement - Accident Involving TRC940H (OI: SNM19D200874C02/2) and SHD4894U (TP : LKK REF - CC3/CTI19002579/Npa3) on 31/01/2019

LKK REF - CC3/CTI19002579/Npa3  
CTI REF - SNM19D200874C02/2 (XD5772S/TRC940H)

Dear Hsiao Tong

We refer to the above matter.

Attach herewith Insured's SAS report (**XD5772S/TRC940H**) for your attention and necessary action.

*Aside to Chin Kiat, you may withdraw the repudiation letter.*

**Best Regards**

**Alfred Toh**  
**Senior Executive**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #16-00 Springleaf Tower Singapore 079909**  
**Tel (65) 6389 6183**  
**Fax (65) 6224 7478**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**  
**Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)**

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-----Original Message-----

From: [henry.tan@yllogistics.com.sg](mailto:henry.tan@yllogistics.com.sg) [<mailto:henry.tan@yllogistics.com.sg>]

Sent: Monday, 25 March, 2019 10:05 AM

Subject: Re: Direct Settlement - Accident Involving TRC940H (OI: SNM19D200874C02/0) and SHD4894U (TP : LKK  
REF - CC3/CTI19002579/Npa3) on 31/01/2019

Please check attached file for your perusal..

On 2019-03-25 08:22, Mei Kwan (LKKAUTO) wrote:

> \_'WITHOUT PREJUDICE'\_\_\_\_

>

> \_ SAVE AS TO COSTS\_

>

> \_\_

>

> Dear Sir / Madam,

>

> \_\_

>

> 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)  
>  
> FROM: Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
> SENT: Monday, 4 March, 2019 3:26 PM  
> TO: henry.tan@yllogistics.com.sg  
> CC: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto)  
> <Meikwan@lkkauto.com>; ivy.limls@ssgroup.sg; Alfred Toh  
> <alfred.toh@sg.cntaiping.com>; xiaosi.tanss@ssgroup.sg; Hsiao Tong  
> (LKKAuto) <chewht@lkkauto.com>  
> SUBJECT: Direct Settlement - Accident Involving TRC940H (OI:  
> SNM19D200874C02/0) and SHD4894U (TP : LKK REF - CC3/CTI19002579/Npa3)  
> on 31/01/2019  
>  
> M/S GOOD LUCK PTE LTD  
>  
> ATTN: MR HENRY TAN  
>  
> POLICY NO: DMCVSN1754771801  
>  
> FROM 9 NOVEMBER 2018 TO 8 NOVEMBER 2019  
>  
> CLAIM REF: SNM19D200874C02/0 (TRC940H)  
>  
> Dear Sirs  
>  
> We refer to above matter.  
>  
> It is noted that there is NO accident report filed by your good office  
> on the alleged accident by SHD4894U till date.  
>  
> PLEASE INSTRUCT THE DRIVER TO FILE THE ACCIDENT REPORT (WITH VEHICLE,  
> DRIVING LICENCE, NRIC AND COMPANY STAMP) IMMEDIATELY AT M/S LKK AUTO  
> CONSULTANTS PTE LTD OR ANY OF CHINA TAIPING INSURANCE'S AUTHORIZED  
> WORKSHOP (REPORTING CENTRE) to enable our appointed agent, M/s LKK  
> Auto Consultants Pte Ltd to handle the incoming claim against your  
> Motor Insurance Policy on your behalf.  
>  
> We would like to bring to your attention that if there is no accident  
> report received by Wednesday, 6 March 2019, we shall have no  
> alternative but to repudiate liability and re-direct all claims to  
> your good office for your own disposal.  
>  
> BEST REGARDS  
>  
> ALFRED TOH  
>  
> SENIOR EXECUTIVE  
>  
> CLAIMS DEPARTMENT  
>  
> CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.  
>

> 3 ANSON ROAD #16-00 SPRINGLEAF TOWER SINGAPORE 079909  
>  
> TEL (65) 6389 6183  
>  
> FAX (65) 6224 7478  
>  
> EMAIL: CLAIMSDEPT@SG.CNTAIPING.COM  
>  
> ALFRED.TOH@SG.CNTAIPING.COM  
>  
> WEBSITE: WWW.SG.CNTAIPING.COM [1]  
>  
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> you are not the intended recipient of the message, please notify the  
> sender immediately. \_  
>  
> FROM: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
> SENT: Monday, 4 March, 2019 10:16 AM  
> TO: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ong Chin Kiat  
> <chinkiat.ong@sg.cntaiping.com>  
> CC: Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow  
> <sochow.chee@sg.cntaiping.com>; Xiao Si <xiaosi.tanss@ssgroup.sg>; Yap  
> Mei Fang <meifang.yap@ssgroup.sg>; Ivy Lim <ivy.limls@ssgroup.sg>;  
> Chen YiYi <yyi.chen@ssgroup.sg>; Ryan Poh <ryan.pohlk@ssgroup.sg>;  
> KKLau <kklau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong  
> (LKKAuto) <chewht@lkkauto.com>  
> SUBJECT: RE: Direct Settlement - Accident Involving TRC940H (OI:  
> SNM19D200874C02/0) and SHD4894U (TP : LKK REF - CC3/CTI19002579/Npa3)  
> on 31/01/2019  
>  
> \_'WITHOUT PREJUDICE' \_\_\_\_  
>  
> \_ SAVE AS TO COSTS\_  
>  
> \_\_  
>  
> Dear Sir / Madam,  
>  
> \_\_  
>  
> 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)  
>  
> FROM: Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
> SENT: Tuesday, 26 February, 2019 12:51 PM  
> TO: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A  
> <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
> CC: Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>; Alfred Toh  
> <alfred.toh@sg.cntaiping.com>; Chee So Chow  
> <sochow.chee@sg.cntaiping.com>; xiaosi.tanss@ssgroup.sg; Yap Mei Fang  
> <meifang.yap@ssgroup.sg>; ivy.limls@ssgroup.sg; Chen YiYi  
> <yiyi.chen@ssgroup.sg>; ryan.pohlk@ssgroup.sg; KKLau  
> <kklau@lkkauto.com>  
> SUBJECT: Direct Settlement - Accident Involving TRC940H (OI:  
> SNM19D200874C02/0) and SHD4894U (TP : LKK REF - CC3/CTI19002579/Npa3)  
> on 31/01/2019  
>  
> LKK REF - CC3/CTI19002579/NPA3  
>  
> CTI REF – SNM19D200874C02/0 (TRC940H)  
>  
> POLICY NO: DMCVSN1754771801  
>  
> Dear Hsiao Tong/Mei Kwan  
>  
> We refer to your email pertaining to the above matter.  
>  
> Regret to advise that mutual client, M/S GOOD LUCK PTE LTD HAS FAILED  
> AND/OR HAS NOT AND/OR HAS YET TO FILE ACCIDENT REPORT TILL DATE.  
>  
> Aside to M/s Inxpress Insurance Agency, PLEASE ASSIST TO NOTIFY MUTUAL  
> CLIENT TO FILE ACCIDENT REPORT AT M/S LKK AUTO CONSULTANTS PTE LTD OR  
> ANY OF CHINA TAIPING INSURANCE'S AUTHORIZED WORKSHOP (REPORTING  
> CENTRE) IMMEDIATELY to enable us to handle the incoming claim against  
> their Motor Insurance Policy on their behalf.  
>  
> \_\_  
>  
> \_ASIDE TO CHIN KIAT, PLEASE KEEP TRACK ON THE MATTER AND REPUDIATE  
> LIABILITY, IF NECESSARY.\_  
>  
> BEST REGARDS  
>  
> ALFRED TOH  
>  
> SENIOR EXECUTIVE  
>  
> CLAIMS DEPARTMENT  
>  
> CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

>  
> 3 ANSON ROAD #16-00 SPRINGLEAF TOWER SINGAPORE 079909  
>  
> TEL (65) 6389 6183  
>  
> FAX (65) 6224 7478  
>  
> EMAIL: CLAIMSDEPT@SG.CNTAIPING.COM  
>  
> ALFRED.TOH@SG.CNTAIPING.COM  
>  
> WEBSITE: WWW.SG.CNTAIPING.COM [1]  
>  
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> you are not the intended recipient of the message, please notify the  
> sender immediately. \_  
>  
> FROM: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
> SENT: Tuesday, 26 February, 2019 11:50 AM  
> TO: Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
> CC: Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>; Hsiao Tong  
> (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A  
> <admin-a@lkkauto.com>  
> SUBJECT: RE: Direct Settlement - Accident Involving TRC940H (OI:  
> SNM19D200874C02/0) and SHD4894U (TP : LKK REF - CC3/CTI19002579/Npa3)  
> on 31/01/2019  
>  
> Dear Sir / Madam,  
>  
> We refer to the above matter.  
>  
> Kindly let us have a copy of your insured's GIA 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: Mei Kwan (LKKAuto)  
> SENT: Tuesday, 19 February, 2019 10:13 AM

> TO: 'claimsdept@sg.cntaiping.com' <claimsdept@sg.cntaiping.com>  
> CC: 'Ong Chin Kiat' <chinkiat.ong@sg.cntaiping.com>; Hsiao Tong  
> (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A  
> <admin-a@lkkauto.com>  
> SUBJECT: Direct Settlement - Accident Involving TRC940H (OI : CTI -  
> TBA) and SHD4894U (TP : LKK REF - CC3/CTI19002579/Npa3) on 31/01/2019  
>  
> \_'WITHOUT PREJUDICE'\_\_\_\_  
>  
> \_ SAVE AS TO COSTS\_  
>  
> Dear Sir / Madam,  
>  
> We refer to the above matter.  
>  
> We have inspected TP vehicle SHD 4894U 56at M/s ComfortDelGro  
> Engineering Pte Ltd (Loyang) on a WP basis and TP repairer proposed  
> for a direct settlement.  
>  
> 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 Hsiao Tong and she  
> can be contacted at DID: 6742 3197.  
>  
> \_TO CHECK AVAILABILITY OF THE CASE HANDLER , YOU MAY CONTACT THE  
> UNDERSIGNED.\_  
>  
> \_\_  
>  
> 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)  
>  
>  
>  
> Links:  
> -----  
> [1] <http://www.sg.cntaiping.com/>

--  
Best Regards,

Henry Tan  
Director  
Yong Lei Logistics Pte Ltd

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