

Jasper Chua (LKK Auto)

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: June 25, 2021 4:50 PM
To: Jasper Chua (LKK Auto)
Cc: Claims Dept of CTI; Admin A
Subject: RE: OUR REF: SNM19D202862/C02/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - SNM19D202862/C02/TANKL) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

Dear Jasper,

We refer to your email below.

Please proceed to offer up to \$2,108.00(all-in).

Please keep us posted for us to act accordingly.

Thank you.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Friday, June 25, 2021 3:10 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: FW: OUR REF: SNM19D202862/C02/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - SNM19D202862/C02/TANKL) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

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Gentle Reminder

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Jasper Chua (LKK Auto)

Sent: June 4, 2021 3:06 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: OUR REF: SNM19D202862/C02/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - SNM19D202862/C02/TANKL) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

Dear Sir/Mdm,

We refer to the subject matter.

There is a conflicting version where our Insured Driver reported that TP vehicle rolled back. However, TP reported that he was rear-ended by the TP vehicle.

Refer to your email dated 07/05/2021 , we will proceed to settle at best.

Summary to offer to repairer **FASTECH AUTO PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 5,318.97	\$ 1,926.00
Loss of Rental (1 days x \$180.00)	\$ 180.00	\$ 180.00
GIA Search	\$ 2.00	\$ 2.00
Proposed Total	\$ 5,500.97	\$ 2,108.00

Breakdown of days is as follows:

Recommended repair days	3
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For your approval and/or further instruction please.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



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From: Tan Kah Leong [<mailto:KahLeong.Tan@sg.cntaiping.com>]

Sent: May 7, 2021 2:18 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: OUR REF: SNM19D202862/C02/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - SNM19D202862/C02/TANKL) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

Dear Jasper,

We refer to your email below.

Please proceed to settle the matter at best.

Please let us have your mandate for our approval before any settlement.

Thank you.

NOTICE :

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Regards

Tan Kah Leong

Assistant Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6193 | F: (65) 6222 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, May 6, 2021 4:14 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - SNM19D202862/TANKL) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

Dear All,

Please be informed OIC is Kah Leong,

Dear Kah Leong,

Please assist.

*** Kindly quote our reference number for future correspondences.*

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Thank you

Lim Shu Min
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Thursday, May 6, 2021 3:59 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - SNM19D202862/TANKL) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

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Dear Sir/Mdm,

Kindly advise who's the case handler for this case.

Any updates from the email below ?

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

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

Sent: Thursday, 19 September, 2019 5:25 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - SNM19D202862/TANKL) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

Dear Sir/Madam,

We refer further to our below email.

This is a conflicting version where our Insured Driver reported that TP vehicle rolled back. However, TP reported that he was rear-ended by the TP vehicle. We had just sent our letter and email to the Insured.

There was no supporting evidence to prove the actual collision but TP repairer provided to us a copy of the video footage that was taken after the collision which shows that both vehicles were still in contact with each other.

In view of the provided evidence, please advise if we can proceed to settle the TP claim at best.

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: Thursday, 19 September, 2019 2:42 PM

To: Tan Kah Leong; Claims Dept of CTI

Cc: Admin A; Alfred Toh; Vic (LKKAuto)

Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Uhb3) on 24.03.2019

WITHOUT PREJUDICE

CTI REF – SNM19D202862/TANKL

LKK REF – CC6/CTI19005298/Uhb3

Dear Sir/Madam,

We refer to the above matter.

Enclosed for your perusal are the following:

- Estimated cost of repair
- Preliminary advice

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: Tan Kah Leong [<mailto:KahLeong.Tan@sg.cntaiping.com>]

Sent: Thursday, 19 September, 2019 10:49 AM

To: Suwanna (LKK Auto)

Cc: Admin A; Vic (LKKAuto)

Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Dear Suwanna,

We refer to your email below.

Attached is our insured's accident report for your necessary actions.

Thank you.

Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 1033

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From: Suwanna (LKK Auto) [<mailto:Suwanna@lkkauto.com>]
Sent: Monday, September 16, 2019 2:53 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Dear Kah Leong,

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,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Thursday, 25 July 2019 2:32 PM
To: Suwanna (LKK Auto) <Suwanna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Dear Suwanna,

We refer to your email below.

Our insured has yet to report the accident despite our reminder letter.

Please be advise that we will be informing the Traffic Police to assist in the matter.

Thank you.

Regards

Tan Kah Leong

Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6193 | F: (65) 6222 1033

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From: Suwanna (LKK Auto) [<mailto:Suwanna@lkkauto.com>]

Sent: Thursday, 25 July, 2019 1:53 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Dear Kah Leong,

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,

Suwanna Te-Uttaruang | Admin support

LKK Auto Consultants Pte Ltd

Email Suwanna@lkkauto.com fax: 67414108

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

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Tuesday, 25 June 2019 12:14 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Without Prejudice

Dear Shu Pei,

Please see enclosed non-reporting letter.

Thank you.

Regards

Tan Kah Leong

Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 1033

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Tuesday, 25 June, 2019 12:01 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Cc: Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Dear Kah Leong,

We noted that insured haven't reporting the said accident.

Kindly lets us have your non-reporting letter to insured.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Thursday, 20 June 2019 3:00 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Subject: RE: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Without Prejudice

Dear Shu Pei,

We refer to your email below.

Our insured has yet to report the accident.

We will inform insured to report the accident.

Thank you.

Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 1033

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From: Lim Shu Min
Sent: Thursday, 20 June, 2019 11:00 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Shu Pei (LKKAUTO) <shupeil@lkkauto.com>
Subject: OUR REF: SNM19D202862/TANKL - Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

Dear Kah Leong,

Please conduct PRS – SJQ161K soonest possible, DOA 24.03.2019.

File with Officer-In-Charge – Tan Kah Leong – 63896193.

Thank you

Lim Shu Min
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896156 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

From: Shu Pei (LKKAuto) [<mailto:shupe@lkkauto.com>]

Sent: Wednesday, 19 June, 2019 4:19 PM

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

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

WITHOUT PREJUDICE

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Tuesday, 21 May 2019 9:25 AM

To: claimsdept@sg.cntaiping.com

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Elaine Cheong <elaine.cheong@sg.cntaiping.com>

Subject: FW: Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

WITHOUT PREJUDICE

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)
Sent: Tuesday, 26 March 2019 5:43 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>
Subject: Direct Settlement - Accident Involving SJQ8968Y (OI : CTI - TBA) AND SJQ161K (TP : LKK REF - CC6/CTI19005298/Ujb3) on 24.03.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SJQ 161K at M/s Fastech Auto Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:
- TP's GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

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 is Joy and she can be contacted at DID: 6841 2409.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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