Jia Le (LKK Auto)

From:

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

Sent: To: Tuesday, 4 February 2020 2:18 PM

-

Jia Le (LKK Auto); Admin A

Cc:

Ben Tang; teobuckyamia@gmail.com; chengsen@singnet.com.sg; Claims Dept of

CTI; Alfred Toh

Subject:

RE: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D and SHC4558X (TP: LKK REF - CC3/CTI19005386/Jda3) on

22/03/2019

LKK REF - CC3/CTI19005386/Jda3 CTPIS REF - SNM19D201300C02/0(bt)

Dear Jia Le

We refer top your email of even date pertaining to the above matter.

Please proceed to resolve the property damage claim at \$5,310.48.

We await your payment advice to enable our Ben Tang to act accordingly.

Best Regards

Alfred Toh Senior Executive Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: <u>claimsdept@sg.cntaiping.com</u> <u>alfred.toh@sg.cntaiping.com</u>

W: www.sq.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 TaipingSG Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jia Le (LKK Auto) < JiaLe@lkkauto.com> Sent: Tuesday, February 4, 2020 9:17 AM

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

Cc: Ben Tang <Ben.Tang@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; teobuckyamia@gmail.com;

chengsen@singnet.com.sg

Subject: RE: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D and

SHC4558X (TP: LKK REF - CC3/CTI19005386/Jda3) on 22/03/2019

Your ref: SNM19D201300

Our ref: CC3/CTI19005386/Jda3

Dear Sirs/Madam,

ACCIDENT INVOLVING GBG 9650D(OI) & SHC 4558X(TP) ON 22/03/2019

We refer to the above matter.

The wood flew from insured vehicle and hit onto third party vehicle. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at \$5,310.48(all-in).

The summary is as follows: -

		nount aimed	Ar	mount Revised
1. Cost of Repair	65000	5,157.92	\$.	4,400.00
2. Loss of Rental (7days x \$100.58)	\$	704.06	\$	603.48 (6days x \$100.58)
3. Loss of Income (7days x \$60)	\$	420.00	\$	300.00 (6days X \$50)
4. LTA/ GIA Search Fee	\$	7.00	\$	7.00
Total	\$1	6,288.98	\$	5,310.48

^{**05} days recommendation for repair +1PRS = 6days.

Enclosed here with all the relevant documents for your perusal.

For your approval/instruction please.

Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Tuesday, 10 December 2019 6:20 PM

To: Admin A; Jia Le (LKK Auto)

Cc: Ben Tang; Alfred Toh; teobuckyamia@gmail.com; chengsen@singnet.com.sg; Hsiao Tong (LKKAuto); KKLau Subject: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D and SHC4558X (TP: LKK REF - CC3/CTI19005386/Jha3) on 22/03/2019

LKK REF - CC3/CTI19005386/Jha3 CTPIS REF - SNM19D201300C02/0(bt)

Dear Jia Le

Please proceed to negotiate the third party property damage claim at best possible terms.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]

Sent: Tuesday, 10 December, 2019 10:47 AM

To: Claims Dept of CTI < claimsdept@sg.cntaiping.com >; Admin A < admin-a@lkkauto.com >; Vic (LKKAuto)

<vicalpeh@lkkauto.com>

Cc: Ben Tang <Ben.Tang@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow

<sochow.chee@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Albert Chua

<albert.chua@sg.cntaiping.com>

Subject: RE: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D and

SHC4558X (TP: LKK REF - CC3/CTI19005386/Jha3) on 22/03/2019

Dear Alfred,

Based on the video footage, the damages is consistent.

Since insured driver admitted that wood flew from his vehicle and hit third party vehicle and there is the video footage provided by third party, BOLA shall not apply.

Kindly let us have your instruction if we may proceed to do direct settlement with third party.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Thursday, 5 December 2019 2:37 PM To: Jia Le (LKK Auto); Admin A; Vic (LKKAuto)

Cc: Ben Tang; Alfred Toh; Chee So Chow; Hsiao Tong (LKKAuto); Albert Chua

Subject: RE: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D and

SHC4558X (TP: LKK REF - CC3/CTI19005386/Jha3) on 22/03/2019

LKK REF - CC3/CTI19005386/Jha3 CTPIS REF - SNM19D201300C02/0(bt)

Dear Jia Le

We refer to your emails pertaining to the above matter.

Insured driver reported/"admitted" that wood flew from Insured vehicle and hit third party vehicle.

Please assist to check the consistency of damages before rejecting claim.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sq.cntaiping.com
alfred.toh@sq.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]

Sent: Thursday, 5 December, 2019 12:40 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Elaine Cheong <elaine.cheong@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D (OI : CTI

- TBA) and SHC4558X (TP: LKK REF - CC3/CTI19005386/Jha3) on 22/03/2019

Dear Sir/Mdm,

Based on the accident report and accident scenario, BOLA 27 (a) is applicable. Thus, we would like to reject the TP claim.

Kindly let us have your approval/instructions.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jia Le (LKK Auto)

Sent: Thursday, 4 July 2019 9:35 AM To: Claims Dept of CTI; Elaine Cheong

Subject: RE: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D (OI: CTI

TBA) and SHC4558X (TP: LKK REF - CC3/CTI19005386/Jha3) on 22/03/2019

Dear Elaine,

Attached Third Party's video footage for your viewing.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Wednesday, 3 July 2019 9:27 AM To: Elaine Cheong; Jia Le (LKK Auto)

Subject: OUR REF: SNM19D201300/CHEONGML - FW: Direct Settlement - Accident Involving GBG9650D (OI: CTI -

TBA) and SHC4558X (TP: LKK REF - CC3/CTI19005386/Jha3) on 22/03/2019

Dear Elaine,

Please revert.

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.sq.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]

Sent: Tuesday, 2 July, 2019 2:27 PM

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

Cc: Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>; Chong Boon Sen

boonsen.chong@sg.cntaiping.com>; Elaine

Cheong <elaine.cheong@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving GBG9650D (OI: CTI - TBA) and SHC4558X (TP: LKK REF -

CC3/CTI19005386/Jha3) on 22/03/2019

Dear Sir/Mdm,

ACCIDENT INVOLVING VEHICLES GBG 9650D AND SHC 4558X ON 22/03/2019

We refer to the above matter.

It was reported that third party was hit by the falling plywood from our insured's vehicle.

We have requested from third party for the video footage but till date we were not provided with any.

Based on the accident report and accident scenario, BOLA 27 (a) is applicable. Thus, we would like to reject the TP claim.

Kindly let us have your approval/instructions.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: <u>Jiale@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto)

Sent: Friday, 5 April, 2019 10:35 AM To: claimsdept@sg.cntaiping.com

Cc: Ong Chin Kiat; 'Chong Boon Sen'; Elaine Cheong; Poh Kin (LKKAuto); Vic (LKKAuto); Admin A

Subject: Direct Settlement - Accident Involving GBG9650D (OI: CTI - TBA) and SHC4558X (TP: LKK REF -

CC3/CTI19005386/Jha3) on 22/03/2019

'WITHOUT PREJUDICE' SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHC 4558X at M/s SMRT Automotive Services Pte Ltd (Woodlands) 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 Vic and he can be contacted at DID: 6841 2096.

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)

This email has been scanned by the For more information please visit		
This email has been scanned For more information please		service.
This email has been scanned For more information please		service.

Jia Le (LKK Auto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) < LeeGek@smrt.com.sg>

Sent: Tuesday, 23 April, 2019 5:25 PM

To: CS A Team < cs-a@lkkauto.com>; Admin A < admin-a@lkkauto.com>

Subject: LOD Re: Accident on 22/3/2019 involving SHC 4558X & GBG 9650D (China Taiping's insured) Our Ref:

TAX/03/19/2111/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$4400.00					
Loss of Rental	\$704.06	(7	days x	\$100.58)
Loss of Income	\$420.00	(7	day x	\$60.00)
LTA Search Fee	\$7.00					
Total	\$5531.06					

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports of our taxi
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

Our Ref: CC3/CTI19005386/Jda3

12 DECEMBER 2019

CHEN SING (S) PTE LTD

5040 ANG MO KIO INDUSTRIAL PARK 2 #01-451 ANG MO KIO INDUSTRIAL PARK 2 SINGAPORE 569543

Dear Sir/Madam,

ACCIDENT INVOLVING GBG 9650D AND SHC 4558X ON 22/03/2019

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

CHAN JIA LE

Case Handler DID: 6749 5792 FAX: 6741 4108

EMAIL: jiale@lkkauto.com

c.c. China Taiping Insurance (Singapore) Pte Ltd (Motor Claims Dept)

AUTHORIZATION TO ACT

I, <u>SMRT TAXIS PTE LTD</u> (the third party claimant") of <u>BLK 60 WOODLANDS</u>

INDUSTRIAL PARK E4 (S) 757705 (address), owner of <u>SHC 4558X</u> (vehicle no.) hereby authorize <u>SMRT AUTOMOTIVE SERVICES PTE LTD</u> ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no <u>SHC 4558X</u> that was damaged pursuant to the accident which occurred on <u>22/03/2019</u> (date) along <u>SLE TOWARDS TPE</u> (location) involving vehicle no/s <u>GBG 9650D</u> ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT TAXIS PTE LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this _____ (day) of _____ (month) 20 20 (year)

Signed by "the third party claimant" (with chop if applicable) Signed by "the workshop" (with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN1769571801	Claim No : SNM19D201300C02/0
------------------------------	------------------------------

Claimant : SMRT TAXIS PTE LTD

Amount : \$\$5,310.48

DOLLARS FIVE THOUSAND THREE HUNDRED TEN AND CENTS FORTY

EIGHT ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHC 4558X Insured Vehicle No. : GBG 9650D

Date of Loss : 22/03/2019
Place of Accident : SLE TOWARDS TPE

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : CHEN SING (S) PTE LTD

Driver Name : LIU SONG

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

7.10	General Damages		cc		
	TO THE STATE OF TH		24	COLUMN ACTION ACTIONS	
(2)	Cost of Repair/Excess		S\$ S\$	4,400.00	
131	Loss of Use /Rental/Earning		S\$	903.48	
				500.00	
(4)	GIA/Police Reports/				
	Investigation Results/Search Fees		S\$	7.00	
(5)	Medical Reports/Expenses		S\$		
(6)	Survey Fees/P.T. Fees		SS		
(7)	Cost including Disbursement		SS		
	TOTAL	* 10 10 10	5\$	5,310.48	

Claimant Name:

NRIC NO : SXXXX 7061

6 FEB 2020

Signature : _____

*** This Discharge Voucher applies only to the claimant's claim or his properly damage and will not affect his personal injuries claim and/or uninsured losses claim in a taser date.

Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4

SINGAPORE 757705



SMRT Automotive Services Pte Ltd 251 North Bridge Road Singapore 179102 Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

GST Reg No. : MR-8500001-7 CRN : 199004280Z Invoice No. : IV190400116 Date : 09.04.2019 Vehicle No. : SHC4558X Your Ref No. : TAX/03/19/2111

Our Ref No. : 24100725 Terms : 30 Days

Description	Qty	Unit	Add /	(Discount)	1	Amount
	121/1/20	Cost	*	Amount		-
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$	4,400.00
			GRANI	D TOTAL	\$	4,400.00

Remark :

Make/Model : TOYOTA PRIUS Accident Date : 22.03.2019

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'. No receipt will be issued unless requested.

Authorised Signature

for SMRT Automotive Services Pte Ltd



SMRT Taxis Pte Ltd

MEMORANDUM

To:

Claims Dept

Our Ref:

TAX/03/19/2111

From: SMRT Taxis Pte Ltd

Date:

29/03/2019

ACCIDENT INVOLVING SHC 4558X & GBG 9650D ON 22/3/2019 ALONG SLE TOWARDS TPE

This is to confirm that the daily rental rate for SHC 4558X is \$100.58 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours-sincerely SMRT TAXIS PTE LTD

for Manager



Laid Up Report

Accident Start Date : 01/03/2019

Accident End Date : 15/04/2019

Date Generated: 15/04/2019

User Name : LeeGek

Date and Time (Repair Completed)	30/03/2019 8:35 AM
Date and Time (Accident Repair)	22/03/2019 5:00 PM
Job Card Number	24100725
Vehicle Model	PRIUS
Vehicle Make	TOYOTA
Company Type	SMRT Taxis Pte Ltd
Vehicle Registration Number	SHC4558X
Case Reference Number	TAX/03/19/2111

3/3/2019 in Enquire Transaction History Vehicle Hub

() N og Date/Time: Asset Type:

25 Mar 2019 / 09:27:32

Transaction Type

Vehicle

GBG9650D

18.32 Insurance Enquiry (GIRO Payment) ESASRALIO - BALQISH BINTE ARDUL HALLI Transaction Amount:

\$7.49

Channel

External Agency

Rusiness Transaction Reference No. 20190325092732314879

 $t_{\mathcal{L}} +$

ななな地帯のカラという物があるとのない

大力をつけることのおけるをおけるよう

· 计多级 5.70

22 Mar 2019 16:20:00

CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

P. SARAN IO - RAI QR

Spearch Date / Time: 22 Mar 2019 16:201

Insurance Company: CHINA TAIPING INSURANCE COMPANY: Notice and time.

Enquire Related Logs

OK