

## Mei Kwan (LKKAuto)

---

**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Friday, 19 February, 2021 3:27 PM  
**To:** Jess Kong; jouis; Admin A; Jaslin Kok (LKK Auto)  
**Cc:** Irene Tay; Claims Dept of CTI; Chee So Chow; Alfred Toh; Hsiao Tong (LKKAuto)  
**Subject:** SNM19D201721/C02/CB7498E/CHEONGML/TAYHP - Accident involving CB7498E and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8  
**Attachments:** Accident Report.pdf  
**Categories:** HMK

LKK REF: CC3/CTI19005980/Kra3

CTI REF: SNM19D201721/C02/CB7498E/CHEONGML/TAYHP

Dear Jouis/Jess

Thank you for the additional time and assistance on the reporting of accident.

Our appointed agent, M/s LKK Auto Consultants Pte Ltd shall handle the incoming property damage claim against Insured's motor insurance policy on our behalf.

Aside to Irene, please assist to keep track on the matter.

### **NOTICE :**

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**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  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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---

**From:** Jess Kong <Jess@oddsneven.com.sg>  
**Sent:** Friday, February 19, 2021 3:09 PM  
**To:** Alfred Toh <alfred.toh@sg.cntaiping.com>; 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** 'jouis' <jouis@jinauto.com.sg>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>  
**Subject:** RE: SNM19D201721/C02/CB7498E/CHEONGML/TAYHP - Accident involving CB7498E and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Hi

Receive an email from Jin Auto, attach is a copy of Accident Report.

Please check.

**Thanks & best regards**

**Jess Kong**



**ODDS & EVEN**

Address: 51 Bukit Batok Crescent #02-05 Unity Centre Singapore 658077

Office No: +65 6316 3238

Fax No: +65 6896 7619

Email: [Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)

Website: [www.nhpl.com.sg](http://www.nhpl.com.sg)



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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Friday, February 19, 2021 11:44 AM

**To:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** jouis <[jouis@jinauto.com.sg](mailto:jouis@jinauto.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** SNM19D201721/C02/CB7498E/CHEONGML/TAYHP - Accident involving CB7498E and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

**LKK REF:** CC3/CTI19005980/Kra3

**CTI REF:** SNM19D201721/C02/CB7498E/CHEONGML/TAYHP

Dear Jess

We are in receipt of your email and contents duly noted.

Aside to Irene, please assist to keep track/follow up on the claim.

**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](mailto:claimsdept@sg.cntaiping.com). Any inconvenience caused is much regretted.**

**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**

**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**

**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

**W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG**

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---

**From:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>  
**Sent:** Friday, February 19, 2021 10:55 AM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; 'Jouis' <[jouis@jinauto.com.sg](mailto:jouis@jinauto.com.sg)>; 'Jaslin Kok (LKK Auto)' <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Subject:** RE: SNM19D201721/C02/CB7498E/CHEONGML/TAYHP - Accident involving CB7498E and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Hi

Insured's driver went to the workshop this morning, but not sure if the report is done or not.

Please check with the workshop for the report, hereby attach the full set of Police Report for your record.

**Thanks & best regards**

**Jess Kong**



**ODDS & EVEN**

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Office No: +65 6316 3238 Fax No: +65 6896 7619  
Email: [Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)  
Website: [www.nhpl.com.sg](http://www.nhpl.com.sg)



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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Thursday, February 18, 2021 2:40 PM  
**To:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>; jouis <[jouis@jinauto.com.sg](mailto:jouis@jinauto.com.sg)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** SNM19D201721/C02/CG7498E/CHEONGML/TAYHP - Accident involving CB7498E and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

[Confidential]

**LKK REF: CC3/CTI19005980/Kra3**

**CTI REF: SNM19D201721/C02/CB7498E/CHEONGML/TAYHP**

Dear Jess

We refer to our earlier email pertaining to the above matter.

Understand from M/s Jin Auto Services Pte Ltd that the driver did not attend at their office for reporting and have contacted Ms Lilian of M/s Hup Hoe Coach Services to notify the driver to follow up on the reporting.

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**Best Regards**

**Alfred Toh**  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
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[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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---

**From:** Alfred Toh

**Sent:** Thursday, February 18, 2021 11:08 AM

**To:** Jess Kong <[jess@oddsneven.com.sg](mailto:jess@oddsneven.com.sg)>; Jouis <[jouis@jinauto.com.sg](mailto:jouis@jinauto.com.sg)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Subject:** SNM19D201721/C02/CG7498E/CHEONGML/TAYHP - Accident involving CB7498E and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

[Confidential]

**LKK REF: CC3/CTI19005980/Kra3**

**CTI REF: SNM19D201721/C02/CB7498E/CHEONGML/TAYHP**

Dear Jess

We refer to our telephone conversation and your email pertaining to the alleged hit and run accident.

Our sincere apologies for any inconvenience caused due to mis-communication on the matter.

Records showed that the accident report is still not uploaded in system.

**Aside to M/s Jin Auto services Pte Ltd., please assist to check and let us have your favourable reply. (third party version of accident attached for your reference)**

**Aside to Irene, please assist to keep track on the matter. (chain emails below refers)**

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**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  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>  
**Sent:** Thursday, February 18, 2021 10:15 AM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM19D201721 - Accident involving CB7498E (OI : CTI - TBA) and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Hi Alfred

As spoken just now, insured mention he had file a report with Jin Auto (Defu Lane).

But due to he didn't know he Third Party Vehicle, so Jin Auto get customer to file the Police Report. Insured'd driver had pass a copy to the Workshop after the Police Report.

Please found out the Accident Report with the workshop.

**Thanks & best regards**  
**Jess Kong**



**ODDS & EVEN**

Address: 51 Bukit Batok Crescent #02-05 Unity Centre Singapore 658077  
Office No: +65 6316 3238 Fax No: +65 6896 7619  
Email: [Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)  
Website: [www.nhpl.com.sg](http://www.nhpl.com.sg)



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**From:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Sent:** Wednesday, February 17, 2021 7:44 PM  
**To:** 'Jess Kong' <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM19D201721 - Accident involving CB7498E (OI : CTI - TBA) and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Hi Jess

There is no record that our insured driver has filed accident report at our Accident Reporting Centre.

Please get him to file one now so that GIA has a record. **He must bring along a company stamp when he signed on the SAS form.**



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Thanks and Best Regards

Chee So Chow  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Main: (65) 6389 6116 | F: (65) 6222 5879  
Email : [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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---

**From:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>  
**Sent:** Monday, January 25, 2021 10:50 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM19D201721 - Accident involving CB7498E (OI : CTI - TBA) and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Hi Irene

Hereby attach a copy of Police Report for your record.

**Thanks & best regards**  
**Jess Kong**



### ODDS & EVEN

Address: 51 Bukit Batok Crescent #02-05 Unity Centre Singapore 658077  
Office No: +65 6316 3238 Fax No: +65 6896 7619  
Email: [Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)  
Website: [www.nhpl.com.sg](http://www.nhpl.com.sg)



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---

**From:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>  
**Sent:** Monday, January 25, 2021 10:30 AM  
**To:** 'Irene Tay' <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; 'Claims Dept of CTI' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM19D201721 - Accident involving CB7498E (OI : CTI - TBA) and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Hi Irene

Had spoke to the driver, he mention he did make an accident report at Defu Lane Workshop.

But he did not write Third Party vehicle number on the report, as the Third Party hit from behind.

Can you please check your record, and advice does customer still need to report once again.

**Thanks & best regards**

**Jess Kong**



**ODDS & EVEN**

Address: 51 Bukit Batok Crescent #02-05 Unity Centre Singapore 658077

Office No: +65 6316 3238

Fax No: +65 6896 7619

Email: [Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)

Website: [www.nhpl.com.sg](http://www.nhpl.com.sg)



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---

**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Monday, January 25, 2021 10:18 AM

**To:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM19D201721 - Accident involving CB7498E (OI : CTI - TBA) and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Dear Mdm,

Date of accident is on 29 March 2019

Regards,

**Irene Tay**

Executive

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F: (65) 62247478/62247175

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---

**From:** Jess Kong <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>

**Sent:** Monday, January 25, 2021 10:09 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** RE: SNM19D201721 - Accident involving CB7498E (OI : CTI - TBA) and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

Hi

Please advise the accident dated.

**Thanks & best regards**

**Jess Kong**



**ODDS & EVEN**

Address: 51 Bukit Batok Crescent #02-05 Unity Centre Singapore 658077

Office No: +65 6316 3238

Fax No: +65 6896 7619

Email: [Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)

Website: [www.nhpl.com.sg](http://www.nhpl.com.sg)



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---

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Saturday, January 23, 2021 7:32 PM

**To:** 'Jess@oddsneven.com.sg' <[Jess@oddsneven.com.sg](mailto:Jess@oddsneven.com.sg)>

**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Subject:** SNM19D201721 - Accident involving CB7498E (OI : CTI - TBA) and SHD9798G along Tampines ExpressWay towards Pasir Ris Drive 8

[Confidential]

Hi Jess

Please advise insured to file accident report as we received third party claim from SHD9798G:

Policy - DMB1SN16835319022

Insured - HUP HOE COACH SERVICE

Vehicle - CB7498E

Please liaise with Irene Tay, the claim handler of the file, on the matter.

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Thanks and Best Regards

Chee So Chow

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

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