

Khanchna (LKK Auto)

Subject: FW: LOD; ACCIDENT INVOLVING SMB1586E AND SLD3604A ON 22.04.2018 ; OUR REF: BUS/04/18/5028/KC *** LKK REF: CC3/CTI19009108/Nka3

Attachments: 50280418_0SmRT.PDF

From: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Sent: Thursday, 30 January, 2020 9:49 AM

To: Admin A <admin-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Subject: LOD; ACCIDENT INVOLVING SMB1586E AND SLD3604A ON 22.04.2018 ; OUR REF: BUS/04/18/5028/KC

Importance: High

WITHOUT PREJUDICE

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1586E.

Your client's negligent driving has caused the above accident.

As a result, my client has suffered the following losses,

Cost of Repair	\$90,600.00
Loss of Use (627 days x \$275.00)	\$172,425.00
LTA search fee	\$7.00
Total	\$263.032.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA & Police Report
- 3) LTA search
- 4) Bus Laid Up report

We look forward to your confirmation to settle our claims within 15 days from the date of this email.

Payment by cheque shall be crossed and made payable to **SMRT Buses Ltd.**

Thanks & Regards,
Karen Chan
Claims Department
Tel: 6556 3523



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

Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV200100291
Date : 16.01.2020
Vehicle No. : SMB1586E
Your Ref No. : BUS/04/18/5028
Our Ref No. : 24103373
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 90,600.00
GRAND TOTAL					\$ 90,600.00

Remark :

Make/Model : MAN A22
Accident Date : 21.04.2018

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

Enquire Transaction History

Transaction History Details

Log Date/Time: 23 Apr 2018 / 13:32:18

Asset Type: Vehicle

Transaction Amount: \$7.49

Asset ID: SLD3604A

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment) Channel: External Agency

User ID: ESASBAH0 - BALQISH BINTE ABDUL HALIL

Business Transaction Reference No.: 20180423133218686142

Search Date / Time: 22 Apr 2018 01:00:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

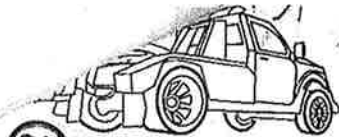


Laid Up Report

Accident Start Date : 01/04/2018
Accident End Date : 31/12/2019

Date Generated : 30/01/2020
User Name : ChanSiauChin

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
BUS/04/18/5028	SMB1586E	SMRT Buses Ltd	MAN	MAN NL320F(A22)	24103373	16/09/2019 2:09 PM	08/01/2020 12:35 PM



ISLAND RECOVERY SERVICES

Blk 3026, Ubi Road 1 #04-146 Singapore 408719

Telephone: 6747 7400 Email: islandrecovery@gmail.com

Facsimile: 6844 7233 Web: www.islandrecovery.com.sg

GST Reg.No: M90370499P Co. Reg. 53120055L

Cash Sales/ Work Order

NO. 1214559

Date: 10/5/19

M/S:

SMRT (Bus)

Vehicle No: SMB1586E Model: MAN/Bu

From: 517 Airport Rd Time Start: 14:00

To: 209 Kranji Rd Time End: 16:40

Remarks:

☒ Change Tyres / Jump Start

☒ Accident

☐ Use Car Carrier

☐ Basement / Multi Carpark

☐ Crane Up / Winch Out

☐ Open Door

☐ Using King Dolley

☐ Dismantle Shaft / Brake

☐ Loaded

AMOUNT S\$

GST S\$

TOTAL S\$

7640

Received By

Important Note:

Island Recovery Services

Vehicle is transported at owner's risk. The company accepts no responsibility for damaged or other misdemeanour to your vehicle whilst being transported.



Auto
Consultants
Pte Ltd

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

Our Ref: CC3/CTI19009108/Nka3

2 JULY 2019

KAORI UMEZAWA
BLK 544 PASIR RIS STREET 51
#13-01
SINGAPORE 510544

Dear Sir/Madam,

ACCIDENT INVOLVING SLD3604A & SMB1586E ON 22/04/2018

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.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 15/7/2019, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please call us if you have further queries.

Yours faithfully,

KHANCHNA
Case Handler
DID: 6841 2360
FAX: 6741 4108
EMAIL: khanchna@lkkauto.com

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

Khanchna (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: 28 August 2020 9:33 AM
To: Khanchna (LKK Auto); Admin A
Cc: Claims Dept of CTI; Alfred Toh
Subject: RE: MANDATE REQUEST - Accident Involving SLD3604A (OI : CTI - SNM18D02052) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / Your ref: SNM18D02052

LKK REF - CC3/CTI19009108/Nka3
CTPIS REF - SNM18D02052C02/4(cbs/thp/at) – TPP

Dear Sirs

Please proceed to offer as follow:

Cost of repairs	\$90,600.00
Loss of use (\$250.00 x 36 days)	\$ 9,000.00 (in the first instance)
LTA Search fee	\$ 7.00
Total	\$99,607.00
	=====

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**. 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
alfred.toh@sg.cntaiping.com

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

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Thursday, August 20, 2020 4:02 PM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: MANDATE REQUEST - Accident Involving SLD3604A (OI : CTI - SNM18D02052) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / Your ref: SNM18D02052

Your ref : SNM18D02052

Our ref: CC3/CTI19009108/Nka3

Dear Sirs,

We refer to the above matter.

Collision occurred at a traffic light junction, Insured driver was making a turn and Third party m/bus alleged that the t/light was in his favour. We are of the opinion that liability is down against our Insured under BOLA S5. We have informed insured about third party claim and agreeable to let Insurance handle and settle.

We seek your approval to offer repairer "**SMRT BUSES LTD**" as follows:-

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of repair	\$ 129,655.47	\$ 90,600.00
2. Loss of Use (627 days x \$275.00)	\$ 172,425.00	\$ 9,900.00 (36 days x \$275.00)
3. LTA Search Fee	\$ 7.00	\$ 7.00
	\$ 302,087.47	\$ 100,507.00

Surveyor days recommended for 30 repair days + 5 Sundays + 1 PH (Hari Raya) = 36 days

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: 19 August 2020 5:08 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving SLD3604A (OI : CTI - TBA) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / our ref: SNM18D02052

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi

Kindly assist.

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)

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

From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Sent: Friday, 31 May, 2019 8:39 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SLD3604A (OI : CTI - TBA) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / our ref: SNM18D02052

Dear Sir,

Pls find insured report and reference.

Chong Boon Sen

Claims Executive

Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG 3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 30 May, 2019 10:44 AM

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

Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SLD3604A (OI : CTI - TBA) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMB 1586E at M/s SMRT Automotive Services Pte Ltd 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 Khanchna and she can be contacted at DID: 6841 2360.

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)

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EzLyna (LKKAUTO)

From: Pauline Tham <Pauline.tham@sg.cntaiping.com>
Sent: Tuesday, 16 May 2023 4:32 PM
To: Mei Kwan (LKKAUTO)
Cc: Claims Dept of CTI; Admin A; CS A Team; Alfred Toh
Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Hi Mei Kwan

Thanks for the update.

We will look out for the solicitor letter.

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Tuesday, May 16, 2023 4:25 PM
To: Pauline Tham <Pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

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Dear Pauline,

We refer to the above matter and our tele-conversation a while ago.

As spoken, TP repairer will pass the case to solicitor for further handling.

We will submit WP report to your good office.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, April 25, 2023 5:42 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Dear Pauline,

Further to the below email.

Please let us have your instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, April 20, 2023 4:26 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Dear Pauline,

Further to the below email.

Please let us have your instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, April 10, 2023 9:35 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

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


Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Dear Sir / Madam,





We refer to your approval below.

We have offered TP WS max \$100,507.00 (all-in) as per Alfred's mandate dated 25.03.2021. They rejected. Please see the below TP's reply.

RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : C



Tan Wei Teck (Strides Automotive Serv
To Mei Kwan (LKKAuto)
Cc Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); CS A Team; Admin A;
Hsiao Tong (LKKAuto)

  Reply  Reply All  Forw

Thu 6

WITHOUT PREJUDICE

Dear Mei Kwan,

We refer to your email of 30/03/2023 and regret that we are unable to accept your offer on Loss of use. Kindly let us have your revise offer for Loss of use by 18/04/2023. Alternative, kindly let us know whether your principal has any objection for us to litigate and appoint our solicitors to behalf for this recovery claim. Please check with your principal & revert. Thanks.

Regards

Patrick Tan
Claims and Insurance Agency
Direct line +65 6556 3522 | WeiTeck.Tan@Strides.com.sg
60 Woodlands Industrial Park E4
Singapore 757705

Let us have your instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, March 2, 2023 7:36 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

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

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Dear Pauline,

Noted. Email sent and informed Patrick that we maintain offer.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Wednesday, March 1, 2023 4:22 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

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

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Hi Mei Kwan

We received call from Patrick of SMRT.

Please inform OIC to let SMRT that we will maintain our stand on the offer of case.

Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Pauline Tham

Sent: Tuesday, January 10, 2023 6:10 PM

To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

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

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Hi Mei Kwan

We maintain our offer.

We are in view that the impound was due to Traffic police investigation, and if SMB1586E have no liability or whatsoever, it would have been released.

Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Tuesday, November 29, 2022 4:32 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

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Dear Alfred,

Please refer to the below email from TP repairer.

RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref



Tan Wei Teck (Strides Automotive Services Pte Ltd)

To Mei Kwan (LKKAuto)

Cc Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); CS A Team; Admin A;
Hsiao Tong (LKKAuto)

Reply

Reply All

WITHOUT PREJUDICE

Dear Mei Kwan,

We refer to the above matter and your offer dated 14/11/2022.

Kindly assist to request your principal to contribute our LOU when the bus was in the Traffic Pound. Thanks.

Cost of repair	\$ 90,600.00 (agreed)
Loss of use (401 days @\$250/day) Bus at Police Pound	\$
LTA	\$ 7.00 (agreed)
Total	\$

Regards

Kindly advise/ let us have your instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 15 November 2022 3:11 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Dear Alfred,

We refer to your email below.

Third party workshop disagreed on our proposal and would like to request 401 days for Loss of Use due to the bus was towed to Traffic Police Vehicle Pound on 22.04.2018 & only informed to collect on 10/05/2019. Please refer to the attached supporting documents.

We have email to workshop on 14.11.2022 and maintained our last offer - MAX \$100,507.00 (all-in).

FYI, TP repairer just called us. They are disagreed and would like to discuss the case with you.

Kindly advise/ let us have your instruction.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

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

Sent: Monday, 26 September 2022 9:01 AM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

LKK REF : CC3/CTI19009108/Nka3

CTI REF: SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Dear Sirs

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

Please assist to check and advise on the development of the property damage claim.

Best Regards

Alfred Toh

Assistant Manager

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: 太平獅城 TaipingSG

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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Tuesday, 29 March 2022 1:52 pm

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

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Dear Alfred,

This case is handled by my colleague Ms Asher and she will check and revert to you

Dear Asher,

FYNA. CC3/CTI19009108/Nea3s2

Thanks

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: CeciliaChong@lkkauto.com | FAX: 6741-4108

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



Save the Earth. Print only when necessary.

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

Sent: Tuesday, 29 March 2022 11:30 am

To: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Accident Involving SLD3604A & SMB1586E on 22/04/2018 - Yr Ref : LKK REF : CC3/CTI19009108/Nka3; CTI REF:SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

LKK REF : CC3/CTI19009108/Nka3

CTI REF: SNM18D02052/C02/SLD3604A/CHONGBS/TAYHP/TOHHS

Dear Sirs

We refer to the above matter.

Please let us have an update of the development of the property damage claim at your earliest convenience.

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: 太平獅城 TaipingSG

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From: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Sent: Wednesday, 14 April 2021 10:21 am

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

<TanWeiTeck@smrt.com.sg>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: Re: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028/KC

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

WITHOUT PREJUDICE

Dear Cecilia,

We are in the midst of retrieving Tow slip and will revert to you indue course.

Thanks & Regards,
Karen Chan
Claims Department

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Wednesday, April 14, 2021 9:18 AM

To: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

<TanWeiTeck@smrt.com.sg>; 'alfred.toh@sg.cntaiping.com' <alfred.toh@sg.cntaiping.com>

Subject: RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028/KC

2ND REMINDER

WITHOUT PREJUDICE

Dear Karen,

We have our principal's instruction to offer MAX \$100,507.00 (all-in).

Kindly confirm acceptance.

Thanks

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Cecilia Chong (LKK Auto)

Sent: Thursday, 25 March 2021 10:30 AM

To: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

<TanWeiTeck@smrt.com.sg>; alfred.toh@sg.cntaiping.com

Subject: RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028/KC

WITHOUT PREJUDICE

Dear Karen,

We have our principal's instruction to offer MAX \$100,507.00 (all-in).

Kindly confirm acceptance.

Thanks

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@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: Cecilia Chong (LKK Auto)
Sent: Thursday, 25 March 2021 9:52 AM
To: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; alfred.toh@sg.cntaiping.com
Subject: RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028/KC

WITHOUT PREJUDICE

Dear Karen,

We are still pending for mandate approval from our principal.

We will revert back to you once mandate is approved.

Thanks

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:ChanSiauChin@smrt.com.sg>]
Sent: Thursday, 25 March 2021 9:31 AM
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>
Subject: RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028/KC
Importance: High

REMINDER

WITHOUT PREJUDICE

Dear Cecilia,

Any update?

Please check & let us have your revised offer soon.

Thanks & Regards,
Karen Chan
Claims Department
Tel: 6556 3523

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Sent: Monday, January 4, 2021 4:20 PM
To: Khanchna (LKK Auto); Cecilia Chong (LKK Auto)
Cc: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A
Subject: RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028

WITHOUT PREJUDICE

Dear Khanchna

Noted with thanks.

Aside to Cecilia : Please let us have your fresh offer on LOU soonest possible. Thanks.

Regards,

Patrick Tan

Claims and Insurance Agency
Direct line +65 6556 3522 | tanweiteck@smrt.com.sg
6 Ang Mo Kio Street 62
Singapore 569140

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Monday, January 4, 2021 3:53 PM
To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A; Cecilia Chong (LKK Auto)
Subject: RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028

WITHOUT PREJUDICE

Dear Patrick,

Please be informed that we are pending for mandate from our principal.

We are following up on this.

Kindly take note that my colleague Cecilia is the current PIC.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Sent: 4 January 2021 3:50 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: RE: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028

WITHOUT PREJUDICE

Dear Khanchna

Refer to the above matter as well as the preceding emails.

We have not hear from you pertaining to you fresh offer on the LOU.

Kindly let us hear from you without further delay, thanks.

Cost of repair	\$ 90,600.00 (agreed)
Loss of use (pls review)	
LTA	\$ 7.00 (agreed)
Total	

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)

Sent: Thursday, December 3, 2020 5:07 PM

To: Khanchna (LKK Auto)

Cc: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)

Subject: Accident Involving SMB1586E & SLD3604A on 22/04/2018 Yr Ref : LKK REF : CC3/CTI19009108/Nka3 Our Ref : BUS/04/18/5028

WITHOUT PREJUDICE

Dear Khanchna

We refer to our email dated 09/09/2020 requesting you to review your offer on LOU.

To date we have not hear from you, kindly review and let us have your fresh offer without further delay, thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140