

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 21 October 2021 3:00 PM
To: Tan Kian Wei Billy
Cc: Claims Dept of CTI; Admin A
Subject: RE: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kpa3s2) on 07/06/2019

Dear Billy,

We refer to your below email.

We will proceed to close and submit our invoice to your good office asap.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 21 October 2021 2:10 PM
To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: RE: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kpa3s2) on 07/06/2019

Dear Billy,

Thank you for your email.

Case reassign to HT,

Hi HT,

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: Tan Kian Wei Billy [<mailto:billy.tan@sg.cntaiping.com>]

Sent: Thursday, October 21, 2021 9:45 AM

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

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

Subject: RE: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

Hi Jasper,

This case TP already pass to lawyer to settle, just to confirm with your side for the invoice for surveyor fees.

Thanks

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.

Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | 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: Tuesday, 19 October 2021 10:17 AM

To: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

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Dear Billy,

Please be informed that we are pending mandate approval from your side (refer email dated July 16, 2020).

Kindly have your mandate approval to settle 50% with TP workshop.

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: Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>

Sent: Monday, 18 October 2021 3:15 PM

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

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

Subject: RE: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

Hi Jasper,

Any adjuster invoice for this case, so that we can make payment and close this case.

Thanks

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Thanks and Best Regards

Billy Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Sent: Thursday, 29 July 2021 3:13 PM
To: Lionel Chua <lionel.chua@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

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Dear All.

Any updates ?

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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, 12 October 2020 12:56 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Subject: RE: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

Dear Sir,

Kindly note Ben Tang is no longer in the company.

Lionel Chua will be assisting.

Dear Lionel,

Fya.

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.

Thank you

Chong Boon Sen
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: Monday, 12 October 2020 12:53 PM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Subject: FW: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

2nd REMINDER

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: Jasper Chua (LKK Auto)
Sent: Thursday, 1 October 2020 12:43 PM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: FW: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

REMINDER

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: Jasper Chua (LKK Auto)
Sent: Wednesday, 19 August 2020 12:16 PM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

Dear all ,

Gentle reminder

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

Sent: Thursday, 16 July 2020 12:00 PM

To: Ben Tang <Ben.Tang@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: FW: OUR REF: SNM19D202550/tanghl2 - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

Dear All,

Please note that officer in charge is Ben.

Dear Ben,

Please follow up.

Kindly quote our reference number when replying.

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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

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

Sent: Thursday, July 16, 2020 11:56 AM

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

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

Subject: RE: OUR REF: SNM19D202550/CHEONGML - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kba3s2) on 07/06/2019

Dear Sir/Mdm,

We refer to the subject matter.

We call insured on the 24/06/2019. Insured mention that both TP and him are not able to provide video evidences, hence the police had concluded that both parties were at fault for this accident since both parties are not able to prove that the traffic lights are in their favour.

A letter was sent out to the Insured to notify TP claim and NCD issues and no feedback received till date.

Kindly advise whether we proposed 50% to TP.

Summary to offer to repairer **TRANS-CAB AUTO SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 109,727.89	\$ 17,120.00
Loss of Rental (\$99.13 x 32 days)	\$ 3,172.16	\$ 1,982.60 (20 days X \$99.13)
Loss of Income (\$50.00 x 32 days)	\$ 1,600.00	\$ 1,000.00 (20 days x \$50.00)
Subtotal		\$ 20,102.60
@ 50%		\$ 10,051.30
LTA Search Fee	\$ 7.49	\$ 7.49
Proposed Total	\$ 114,507.54	\$ 10,058.79

Breakdown of days is as follows:

Recommended days	12 Days
Weekends / Downtime	8 Days
TOTAL DAYS	20 Days

For your approval and/or further instruction please.

Thank you.

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: Lim Shu Min <shumin.lim@sg.cntaiping.com>

Sent: Friday, 21 June, 2019 10:15 AM

To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: OUR REF: SNM19D202550/CHEONGML - Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kha3) on 07/06/2019

Dear Elaine,

Please conduct PRS – SHD272R soonest possible.

File with Officer-In-Charge – Elaine Cheong – 63896530.

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

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 20 June, 2019 11:31 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: Direct Settlement - Accident Involving GBC2046R (OI : CTI - TBA) and SHD272R (TP : LKK REF - CC3/CTI19010774/Kha3) on 07/06/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 272R at M/s Trans-cab Auto Services Pte Ltd - Ang Mo Kio 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 is 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)

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Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/CTI19010774/Kha3

24/06/2019

ACHIEVA VENDING PTE LTD

18 Tampines Industrial Crescent

#05-03A

Singapore 528605

Dear Sir/Madam,

ACCIDENT INVOLVING GBC2046R AND SHD272R ON 07/06/2019

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.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant

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 **04/07/2019**, 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,

Jimmy

Case Handler

DID: 6841 2928

FAX: 6741 4108

Email: jimmychen@lkkauto.com

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