

## Hsiao Tong (LKKAUTO)

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**From:** Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Sent:** Tuesday, 10 September 2019 2:35 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: URGENT / REMINDER DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear Hsiao Tong,

We have mandate up to \$826.98.

Pls proceed to resolve claim accordingly.

### 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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://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

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**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Friday, 30 August, 2019 2:26 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: URGENT / REMINDER DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear Sirs/Mdm,

Further to the below email from third party.

Kindly get back for an offer as third party had called in on this.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Wednesday, 7 August 2019 9:52 AM  
**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Cc:** [sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com); Chong Boon Sen ([boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)) <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** URGENT / REMINDER DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

**URGENT  
REMINDER**

Dear All,

Since the matter has been deliberated and ruling is 50:50% between the parties, please let us have your offer on quantum by **15<sup>th</sup> August 2019**, otherwise we shall have no option but to seek legal redress since the issue is on quantum. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 27/06/2019 09:04  
**To:** Chong Boon Sen  
**Cc:** Chee So Chow; Claims Dept of CTI  
**Subject:** DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear Boon Sen,

Please let us have your offer on quantum. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]  
**Sent:** 26/06/2019 19:07  
**To:** Chong Boon Sen; Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Chee So Chow; Claims Dept of CTI; ARC Bola  
**Subject:** DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear All

The Panel of Adjudicators has deliberated and decided that ruling shall be in favour of neither parties.

BOLA Scenario 24A is applicable. The settlement shall be 50/50 between the claimants. As viewed from the video footage, both parties are reversing.

The Adjudicators deem that this case should not have come for adjudication.

The below BOLA Fee chargeable in the month of June 2019 to the respective parties will be deducted by Merimen via GIRO.

SMRT – S\$250.00

China Taiping – S\$250.00

Thank you.

Best Regards,

**Cynthia Chan**

Executive, Technical



[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg) | [www.gia.org.sg](http://www.gia.org.sg)

**DID:** +65 6202 9895 | **Tel:** +65 6221 8788

**General Insurance Association of Singapore (GIA)**

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

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**From:** Cynthia Chan

**Sent:** Monday, August 20, 2018 12:12 PM

**To:** 'Chong Boon Sen' <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; [LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)

**Cc:** ARC Bola <[ARCBola@gia.org.sg](mailto:ARCBola@gia.org.sg)>

**Subject:** RE: M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear All

We have received the complete document submission for case M2018/00036. This escalation will be in queue for adjudication.

Thank you.

Best Regards,

**Cynthia Chan**

Executive, Technical



[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg) | [www.gia.org.sg](http://www.gia.org.sg)

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**General Insurance Association of Singapore (GIA)**

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

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**From:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Sent:** Friday, August 17, 2018 1:11 PM

**To:** Cynthia Chan <[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg)>

**Cc:** [LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg); ARC Bola <[ARCBola@gia.org.sg](mailto:ARCBola@gia.org.sg)>

**Subject:** RE: M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear all,

Pls find Insured report and requested pg 2 of Letter of Consent filled as requested.

Thank you.

Regards,

**Chong Boon Sen**

Claims Executive

Claims

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

3 Anson Road #16-00 Springleaf Tower

Singapore 079909

Co. Reg. No. 200208384E

DID: 63896171

Fax: 62247175

Email: [boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)

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

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**From:** Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

**Sent:** Tuesday, August 14, 2018 11:27 AM

**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>

**Cc:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>; ARC Bola <[ARCBola@gia.org.sg](mailto:ARCBola@gia.org.sg)>

**Subject:** M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737

Dear So Chow

We refer to below escalation initiated by SMRT for an accident involving SHC4163B & GBB5241D on 12.09.2014.

We would like to highlight to all who wish to escalate such disputes that they must be prepared to agree that the Panel of Adjudicators will deliberate and make a decision based on **BOLA Chart effective 1<sup>st</sup> May 2012**.

Please also take note that by submitting the case for adjudication under the DRM, the parties involved in this dispute have agreed:

- i. To waive any right to pursue / further pursue against any other Claimant or party / parties involved in the accident;
- ii. That the Decision under the BOLA DRM is final and binding on all the Claimants;
- iii. To abide by the Decision; and
- iv. Not to appeal the Decision in court or bring a fresh action following the Decision issued at the BOLA DRM, whether in court or in any other dispute resolution forum, including mediation and arbitration, except as directly necessary to enforce such Decision.

Kindly fill up your Counter Party (CP) portion on pg 2 of the Letter of Consent attached and submit together with supporting documents and video evidence (if applicable).

Please send in your **submission by 20 August 2018, Monday**, else the case will be subjected to ex-parte proceeding.

*PS: video footage (font CCTV.mov) will be uploaded and sent via separate email.*

Thank you.

Best Regards,

**Cynthia Chan**  
Executive, Technical



[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg) | [www.gia.org.sg](http://www.gia.org.sg)  
**DID:** +65 6202 9895 | **Tel:** +65 6221 8788

**General Insurance Association of Singapore (GIA)**  
180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546  
UEN No: S66SS0020G

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**From:** Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]  
**Sent:** 10/08/2018 16:38  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Cc:** Chee So Chow; ARC Bola  
**Subject:** RE: SMRT REF: TAX/09/14/2089/LG ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Lee Gek

We have obtained the consent from China Taiping to escalate this dispute.

Attached is the Letter of Consent submitted from SMRT. To proceed with this case, kindly submit the rest of supporting documents such as SAS, Sketch Plan, photographic evidence and video evidence (if available).

Thank you.

Best Regards,

**Cynthia Chan**  
Executive, Technical



[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg) | [www.gia.org.sg](http://www.gia.org.sg)

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**General Insurance Association of Singapore (GIA)**

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

---

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Tuesday, August 7, 2018 12:27 PM

**To:** Cynthia Chan <[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg)>

**Cc:** [sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)

**Subject:** SMRT REF: TAX/09/14/2089/LG ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia,

Please be informed that there is still no response from China Taiping by the due date. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Chee So Chow [<mailto:sochow.chee@sg.cntaiping.com>]

**Sent:** 30/07/2018 10:27

**To:** Cynthia Chan

**Cc:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); ARC Bola

**Subject:** RE: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia

Noted. Shall let you know by deadline.

Regards

**CHEE SO CHOW**

Deputy Manager

Claims Department

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

3 Anson Road #15-02

Springleaf Tower Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6176  
Fax: 6224 7175 / 6224 7478  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]  
**Sent:** Monday, July 30, 2018 10:22 AM  
**To:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>  
**Cc:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>; ARC Bola <[ARCBola@gia.org.sg](mailto:ARCBola@gia.org.sg)>  
**Subject:** FW: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear So Chow

Accident involving SHC4163B and GBB5241D on 12.09.2014.

SMRT would like to escalate the above dispute for ruling under DRM. Kindly advise if China Taiping is agreeable to the escalation. We look forward to your advice by 06.08.2018, Monday.

Thank you.

Best Regards,

**Cynthia Chan**  
Executive, Technical



[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg) | [www.gia.org.sg](http://www.gia.org.sg)  
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**General Insurance Association of Singapore (GIA)**  
180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546  
UEN No: S66SS0020G

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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Wednesday, July 25, 2018 9:02 AM  
**To:** Cynthia Chan <[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg)>  
**Subject:** SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia,

Fyi, to-date there is still no response from China Taiping. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department



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**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Sent:** 10/05/2018 10:59  
**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Cc:** [Alfred.toh@sg.cntaiping.com](mailto:Alfred.toh@sg.cntaiping.com); Hsiao Tong (LKKAUTO); ARC Bola; Cynthia Chan ([cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg))  
**Subject:** URGENT SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

**URGENT**

Dear Sirs,

Kindly get the OIC to let us have your consent by **17<sup>th</sup> May 2018** to escalate the matter to GIA for their deliberation.

If we do not hear from the OIC by the due date, we shall deem that consent has been given. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]  
**Sent:** 10/05/2018 10:36  
**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Cc:** ARC Bola  
**Subject:** RE: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Lee Gek

Thanks for the submission.

We noted the consent for escalation was in 2016. We would need the consent to be of recent date. Kindly confirm with the Counter Party if the escalation consent still stands.

Thank you.

Best Regards,

**Cynthia Chan**  
Executive, Technical



[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg) | [www.gia.org.sg](http://www.gia.org.sg)  
**DID:** +65 6202 9895 | **Tel:** +65 6221 8788



**General Insurance Association of Singapore (GIA)**

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

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**From:** Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)>  
**Sent:** Monday, April 16, 2018 2:30 PM  
**To:** Cynthia Chan <[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg)>; Sharon Chen <[sharon.chen@gia.org.sg](mailto:sharon.chen@gia.org.sg)>  
**Cc:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>; Hsiao Tong ([chewht@lkkauto.com](mailto:chewht@lkkauto.com)) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; [jason.tea@sg.cntaiping.com](mailto:jason.tea@sg.cntaiping.com)  
**Subject:** SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia / Sharon

We would like to escalate this matter to GIA for deliberation.  
Attached are the letter of consent and attachment and scene photos.  
We have video footage of the accident and it will be sent to you in a CD via post.

Thanks and regards,

*Eileen Bay*

Claims and Insurance Agency

Direct Line +65 6866 2797 | Direct Fax + 65 6368 7421 | [eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)

60 Woodlands Industrial Park E4

Singapore 757705



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