



Auto
Consultants
Pte Ltd

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

Our Ref: CC6/CTI20000323/da3

02 NOVEMBER 2020

MMB ASIA PTE LTD

35 TANNERY ROAD

#05-02A RUBY INDUSTRIAL COMPLEX

SINGAPORE 347740

Dear Sir/Madam,

ACCIDENT INVOLVING GBE 5244E AND SKE 8128G ON 05/01/2020

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)*

Jaslin Kok (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 30 April 2021 4:33 PM
To: Jaslin Kok (LKK Auto); Admin A
Cc: Tan Kian Wei Billy; Claims Dept of CTI; Alfred Toh; Chee So Chow
Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069/C02/GBE5244E/TANGHL/CHUAKK/TANKW) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020
Attachments: EMAIL FROM TP REPAIRER DD 15.03.2021.pdf

LKK REF - CC6/CTI20000323/da3
CTI REF: SNM20D200069/C02/GBE5244E/TANGHL/CHUAKK/TANKW

Dear Jaslin

We refer to your emails pertaining to the above matter.

As the third party owner has failed and/or refused and/or has time to provide her vehicle for survey, you may proceed to close the claim file at your end.

p.s. please note Ben Tang and Lionel Chua are no longer in service with CTI.

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. 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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, April 30, 2021 2:32 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

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.

Dear Alfred

We refer to our email on 16/03/2021.

Kindly let us have your approval to close file.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Tuesday, 16 March 2021 11:16 AM

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

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

Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Alfred

Third Party did not arrange to survey vehicle till date.

Attached TP's workshop email for your reference.

Kindly let us have your approval to close file.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

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

Sent: Tuesday, 26 May 2020 10:37 AM

To: Jia Le (LKK Auto); Admin A

Cc: Ben Tang; Claims Dept of CTI; Alfred Toh; Hsiao Tong (LKKAuto); Chee So Chow; Ivy Lim; Xiao Si

Subject: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

LKK REF - CC6/CTI20000323/da3

CTPIS REF - SNM20D200069C02/4(bt) - GBE5244E

Dear Jia Le

We refer to the above matter.

Attach herewith Insured's SAS report for your attention and necessary action.

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

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: Xiao Si <xiaosi.tan@ssgroup.sg>

Sent: Monday, May 25, 2020 7:07 PM

To: Ivy Lim <ivy.lim@ssgroup.sg>

Cc: Ben Tang <Ben.Tang@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Chai Chui Ai <chuiai.chai@sg.cntaiping.com>; Ryan Poh <ryan.pohl@ssgroup.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Ivy,

Pls assist.

"Kindly be informed that due to COVID-19, we are on a split-team work arrangement. Therefore if you cannot reach me on the phone kindly send me an email as I will reply to you as soon as possible. Sorry for the inconvenience caused and thank you for your understanding. Stay safe!"

Best Regards,

Xiaosi

Insurance Executive

Inxpress Insurance Agency Pte Ltd

21 Toh Guan Road East, #03-01 Toh Guan Centre (S) 608609

T: +65 6791 3808 | F: +65 6686 0087 HP: +65 9692 6856

W: www.inxpress.com.sg

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

Sent: Monday, 25 May, 2020 3:03 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Ivy Lim <ivy.lims@ssgroup.sg>; Xiao Si <xiaosi.tanss@ssgroup.sg>

Cc: Ben Tang <Ben.Tang@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Chai Chui Ai <chuiai.chai@sg.cntaiping.com>; Ryan Poh <ryan.pohl@ssgroup.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Sirs / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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.

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)

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

Sent: Wednesday, 19 February 2020 10:51 AM

To: ivy.lims@ssgroup.sg; xiaosi.tanss@ssgroup.sg; Jia Le (LKK Auto); Admin A

Cc: Ben Tang; Alfred Toh; Chee So Chow; Chai Chui Ai; ryan.pohl@ssgroup.sg; Hsiao Tong (LKKAuto)

Subject: Direct Settlement - Accident Involving GBE5244E (OI: SNM20D200069C02/4(bt) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

LKK REF - CC6/CTI20000323/da3

CTPIS REF – SNM20D200069C02/4(bt) – GBE5244E accident NOT reported

M/s Inxpress Agency Pte Ltd

Dear Ivy/Xiaosi

We have received incoming claim from third party through M/s LKK Auto Consultants Pte Ltd for accident along Orchard Road on 5 January 2020.

Please assist to notify mutual client, **M/s MMB Asa Pte Ltd to file SAS report IMMEDIATELY** at China TaiPing Insurance's authorized workshop to enable us to handle the claim on their behalf instead of repudiate claim and re-direct claim to them for their own disposal.

Meanwhile, **please assist to check whether you have email address of Insured for our communication with them.**

Aside to M/s LKK Auto Consultants Pte Ltd., please let us have a copy of the Preliminary Advice.

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

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

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

Sent: Monday, January 6, 2020 6:43 PM

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

Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBE5244E (OI : CTI - TBA) and SKE8128G (TP : LKK REF - CC6/CTI20000323/da3) on 05/01/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s Modern Automotive Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP video footage

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 Jia Le and she can be contacted at DID: 6749 5792.

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)

Jaslin Kok (LKK Auto)

From: chin <chin@modernautomotive.com.sg>
Sent: Tuesday, 16 March 2021 10:56 AM
To: Jaslin Kok (LKK Auto)
Subject: RE: TP Claim SKE8128G & GBE5244E (CHINA) *** LKK REF: CC6/CTI20000323/da3

Dear Jaslin

The owner seen no time to come for survey despite we contacted her, hence we suggest to close the file.

Regards,
Grace Chin
Modern Automotive Pte Ltd
Blk 3023-A, Ubi Road 1 #01-61
Singapore 408717

Tel: 6748 4422
Fax: 6747 6720

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, 15 March 2021 4:31 pm
To: Chin <chin@modernautomotive.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: TP Claim SKE8128G & GBE5244E (CHINA) *** LKK REF: CC6/CTI20000323/da3

WITHOUT PREJUDICE

Dear Sir / Madam,

There's no survey done till date.

Kindly advise if your client is still claiming.

Kindly let us have your client's decision within **10 days** from the date of this e-mail. Otherwise, we will proceed to close file at our end.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)
Sent: Tuesday, 12 January 2021 2:17 PM

To: Chin <chin@modernautomotive.com.sg>

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

Subject: RE: TP Claim SKE8128G & GBE5244E (CHINA) *** LKK REF: CC6/CTI20000323/da3

WITHOUT PREJUDICE

Dear Sir / Madam,

There's no survey done till date.

Kindly advise if your client is still claiming.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Friday, 30 October 2020 3:32 PM

To: Chin <chin@modernautomotive.com.sg>

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

Subject: RE: TP Claim SKE8128G & GBE5244E (CHINA) *** LKK REF: CC6/CTI20000323/da3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING GBE 5244E AND SKE 8128G ON 05/01/2020

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

"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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Chin [<mailto:chin@modernautomotive.com.sg>]

Sent: Friday, 30 October 2020 3:00 PM

To: Jia Le (LKK Auto)

Cc: Admin A

Subject: RE: TP Claim SKE8128G & GBE5244E (CHINA) *** LKK REF: CC6/CTI20000323/da3

Dear Jia Le

We refer to the above matter.

As spoke, our client will proceed the repair and therefore please advise liability.

Thank you

Regards,

Grace Chin

Modern Automotive Pte Ltd

Blk 3023-A, Ubi Road 1 #01-61

Singapore 408717

Tel: 6748 4422

Fax: 6747 6720

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

Sent: Wednesday, February 19, 2020 10:58 AM

To: Chin <chin@modernautomotive.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: RE: TP Claim SKE8128G & GBE5244E (CHINA) *** LKK REF: CC6/CTI20000323/da3

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

Please note that for liability, claim negotiation and settlement, please contact Jia Le at 6749 5792.

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

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)

From: Chin <chin@modernautomotive.com.sg>

Sent: Monday, 6 January, 2020 5:39 PM

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

Subject: Re: TP Claim SKE8128G & GBE5244E (CHINA)

Dear Sir

We refer to the above matter.

Kindly advise liability of the accident below:

Your Insured: GBE5244E

Our Insured: SKB8128G

DOA: 05.01.2020

We enclosed herewith our client's report and video footage for your perusal.

Regards,

Grace Chin

Modern Automotive Pte Ltd

Blk 3023-A, Ubi Road 1 #01-61

Singapore 408717

Tel: 6748 4422

Fax: 6747 6720