

Jia Le (LKK Auto)

From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Thursday, 4 June 2020 1:59 PM
To: Jia Le (LKK Auto); Claims Dept of CTI
Cc: Alfred Toh
Subject: RE: OUR REF: SNM20D201131/GBA9577P/ADELINE - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020
Attachments: SLL3237J.mp4

Without Prejudice

Dear Jia Le

We refer to the above matter.

In view that liability is not in favor of our insured, we agree with direct settlement.

Please proceed with direct settlement.

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.

Thank you.

Adeline Chng
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6155 | F: (65) 6225 5879

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

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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Tuesday, 26 May 2020 2:59 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D201131/GBA9577P/ADELINE - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020

Dear Sir/Madam,

Attached herewith the third party video footage for your viewing.

Insured is rental company and the driver is uncontactable. Also, insured had sold out the vehicle on 09/03/2020.

Kindly let us have your instruction if we may proceed with direct settlement.

Thank you.

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

Sent: Tuesday, 26 May 2020 12:30 PM

To: Mei Kwan (LKKAuto); Adeline Chng

Cc: Asher Sng (LKKAuto); Admin A; Jia Le (LKK Auto); Claims Dept of CTI

Subject: RE: OUR REF: SNM20D201131/GBA9577P/ADELINE - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020

Dear All,

Please find enclosed the GIA report.

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Thank you

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

Sent: Tuesday, May 26, 2020 12:25 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

<JiaLe@lkkauto.com>

Subject: RE: OUR REF: SNM20D201131/GBA9577P/ADELINE - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020

Dear Sir / 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 23 March, 2020 10:10 AM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>

Subject: RE: OUR REF: SNM20D201131/GBA9577P/ADELINE - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020

Hi Jia Le,

Kindly assist to request for TP video.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Sunday, 22 March, 2020 1:10 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: OUR REF: SNM20D201131/GBA9577P/ADELINE - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020

Dear LKK

Please be informed that our insured has yet to file accident report till to date.

Will update you again once our insured had file accident report.

Meanwhile, please forward third party video to us to review.

Thank you.

Adeline Chng

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Claims Dept of CTI

Sent: Wednesday, 4 March 2020 4:51 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: OUR REF: SNM20D201131/GBA9577P/ADELINE - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020

Dear Adeline,

Please revert LKK.

Note : officer in charge – Adeline 63896155

*** Kindly quote our reference number when replying.

Thank you,

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

Sent: Wednesday, March 4, 2020 3:06 PM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBA9577P (OI : CTI - TBA) AND SLL3237J (TP : LKK REF - CC6/CTI20003562/Gda3) on 28/02/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected TP vehicle SLL 3237J at M/s Green Forest Automobile Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- estimated cost of repair
- Wheel alignment report
- 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 Asher and she can be contacted at DID: 6841 6051.

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)