

## Jia Le (LKK Auto)

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**From:** Jia Le (LKK Auto)  
**Sent:** Friday, 22 May 2020 2:58 PM  
**To:** 'timothy@safeengineering.com'  
**Subject:** ACCIDENT INVOLVING GBG 8888S & SHB 5261A ON 31/03/2020

Our Ref: CC3/CTI20004816/R1ds3

**SAFE ENGINEERING SERVICES PTE LTD**  
15 YISHUN IND ST 1 #03-32  
WIN 5 SINGAPORE 768091

Dear Sir/Madam,

### **ACCIDENT INVOLVING GBG 8888S & SHB 5261A ON 31/03/2020**

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.

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 01/06/2020, 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.

***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](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

## Jia Le (LKK Auto)

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Monday, 7 September 2020 1:41 PM  
**To:** Claims Dept of CTI; Su Li (LKK Auto)  
**Cc:** Admin A; Jia Le (LKK Auto)  
**Subject:** RE: SNM20D201601/GBG8888S/PAULINE - Accident Involving GBG 8888S (OI : CTI - TBA) and SHB 5261A (TP : LKK REF - CC3/CTI20004816/R1ds3) on 31/03/2020  
**Attachments:** WhatsApp Video 2020-09-07 at 9.48.05 AM.mp4

Hi Suli

Insured video footage for your view.

Traffic light in insured favour.

Please let us have your bill soon.

### **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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted

Thanks.

**Pauline Tham**  
Senior Executive  
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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Pauline Tham  
**Sent:** Monday, May 11, 2020 4:03 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Su Li (LKK Auto) <suli@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Subject:** RE: SNM20D201601/GBG8888S/PAULINE - Accident Involving GBG 8888S (OI : CTI - TBA) and SHB 5261A (TP : LKK REF - CC3/CTI20004816/R1ds3) on 31/03/2020

Dear Su Li

Attached.

**NOTICE :**

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Thanks.

**Pauline Tham**  
Senior Executive  
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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Claims Dept of CTI  
**Sent:** Monday, May 11, 2020 3:59 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM20D201601/GBG8888S/PAULINE - Accident Involving GBG 8888S (OI : CTI - TBA) and SHB 5261A (TP : LKK REF - CC3/CTI20004816/R1ds3) on 31/03/2020

Dear Pauline,

Please revert LKK.

Note: officer in charge – Pauline 63896541

**\*\*\* Kindly quote our reference number when replying.**

**NOTICE :**

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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

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

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Monday, May 11, 2020 3:05 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving GBG 8888S (OI : CTI - TBA) and SHB 5261A (TP : LKK REF - CC3/CTI20004816/R1ds3) on 31/03/2020

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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.

***To check availability of the case handler, you may contact the undersigned.***

***\* 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,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

## Jia Le (LKK Auto)

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**From:** Jia Le (LKK Auto)  
**Sent:** Monday, 7 September 2020 1:49 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** RE: URGENT / 2nd REMINDER Re: Accident on 31/3/2020 involving SHB 5261A & GBG 8888S (China Taiping's insured) Our Ref: TAX/03/20/2097/lg  
**Attachments:** WhatsApp Video 2020-09-07 at 9.48.05 AM.mp4

Without Prejudice

Dear Lee Gek,

### ACCIDENT INVOLVING GBG 8888S & SHB 5261A ON 31/03/2020

We refer to the above matter.

Based on our insured video footage, your driver beats the red light and collided onto our insured vehicle.

In view of the above, we have our principal instruction to deny liability and unable to look into your client's claim.

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](mailto:Jiale@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) [mailto:[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)]  
**Sent:** Friday, 4 September 2020 5:38 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** URGENT / 2nd REMINDER Re: Accident on 31/3/2020 involving SHB 5261A & GBG 8888S (China Taiping's insured) Our Ref: TAX/03/20/2097/lg

Dear Jia Le,

The video footage is not available as the SD card is spoilt.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]  
**Sent:** Thursday, 3 September 2020 10:58 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** RE: URGENT / 2nd REMINDER Re: Accident on 31/3/2020 involving SHB 5261A & GBG 8888S (China Taiping's insured) Our Ref: TAX/03/20/2097/lg

**WITHOUT PREJUDICE**

Dear Lee Gek,

Kindly let us have a copy of video footage for our viewing.

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: 6841 2157 | email: [Jiale@lkkauto.com](mailto:Jiale@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) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Wednesday, 2 September 2020 5:51 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** URGENT / 2nd REMINDER Re: Accident on 31/3/2020 involving SHB 5261A & GBG 8888S (China Taiping's insured) Our Ref: TAX/03/20/2097/lg

**URGENT  
2<sup>ND</sup> REMINDER**

Dear Jia Le,

Please let us have your offer by **10<sup>th</sup> September 2020**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** Wednesday, 15 July 2020 4:55 PM  
**To:** Jia Le (LKK Auto)  
**Subject:** URGENT / REMINDER Re: Accident on 31/3/2020 involving SHB 5261A & GBG 8888S (China Taiping's insured) Our Ref: TAX/03/20/2097/lg

**URGENT  
REMINDER**

Dear Jia Le,

The video footage is not available.

Please let us have your offer by **22<sup>nd</sup> July 2020**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

**Sent:** Monday, 1 June, 2020 11:03 AM

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Jia Le (LKK Auto)

**Cc:** Admin A

**Subject:** FW: LOD Re: Accident on 31/3/2020 involving SHB 5261A & GBG 8888S (China Taiping's insured) Our Ref: TAX/03/20/2097/lg

Without Prejudice

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 Jia Le,

FYNA, our ref CC3/CTI20004816/R1ds3

*\* 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,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

**Sent:** Monday, 1 June 2020 10:54 AM

**To:** CS A Team; Admin A

**Subject:** LOD Re: Accident on 31/3/2020 involving SHB 5261A & GBG 8888S (China Taiping's insured)  
Our Ref: TAX/03/20/2097/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$23,262.63
Loss of Rental	\$3102.55 ( 27.5 days x \$112.82 )
Loss of Income	\$240.00 ( **4 days x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$26,612.18</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) Hirer's letter of authorisation
- 6) Vehicle attachment history

Please let us have your offer soon. Thanks.

\*\* our hirer has taken a replacement taxi on 4/4/2020 at 9.30am (please refer to the vehicle attachment history).

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd

