

Su Li (LKK Auto)

From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Thursday, 6 August 2020 12:33 AM
To: Su Li (LKK Auto)
Cc: Admin A; Hsiao Tong (LKKAuto); Claims Dept of CTI
Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020
Attachments: Repudiation - YP6294Z.pdf

Dear Su Li

Attached Repudiation letter for your perusal.

Please proceed to repudiate claim & re-direct claim to insured.

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: Adeline Chng
Sent: Wednesday, 22 July 2020 10:00 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Without Prejudice

Dear Su Li

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

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 22 July 2020 8:55 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Adeline,

Please ignore the previous email.

Re-send with the attached scene photos & video footage from TP.

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: 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)

From: Su Li (LKK Auto)

Sent: Wednesday, 22 July 2020 8:49 AM

To: Adeline Chng

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Adeline,

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.

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Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: 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)

From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]

Sent: Monday, 6 July 2020 2:32 PM

To: Su Li (LKK Auto)

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Su Li

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

We have proceed to get traffic police send Accident non report letter to insured.

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Thank you.

Adeline Chng

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, 2 July 2020 10:49 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Adeline,

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.

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Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: 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)

From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]

Sent: Wednesday, 17 June 2020 12:16 PM

To: Su Li (LKK Auto)

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Without Prejudice

Dear Su Li

We regret to advice that our insured has yet to file accident report.

We have proceed to send reminder to our insured.

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Thank you.

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 17 June 2020 11:18 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Adeline,

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: 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)

From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]

Sent: Thursday, 4 June 2020 11:39 AM

To: Su Li (LKK Auto); Claims Dept of CTI

Cc: Admin A; Hsiao Tong (LKKAuto)

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Su li

Regret to advice that our insured has yet to file accident report.

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Thank you.

Adeline Chng

Executive

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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, 4 June 2020 11:13 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Adeline,

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: 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)

From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]

Sent: Friday, 29 May 2020 3:52 PM

To: Claims Dept of CTI; Su Li (LKK Auto); Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: RE: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Hsiao Tong

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

We have sent Accident non report letter to insured accordingly. (please see attached)

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Thank you.

Adeline Chng

Executive

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 29 May 2020 2:29 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: O/R : SNM20D202011/YP6294Z/CHNGPW - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Adeline,

Please revert LKK.

Note : officer in charge – Adeline 63896155.

*** Kindly quote our reference number when replying.

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Thank you.

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Friday, May 29, 2020 12:24 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Direct Settlement - Accident Involving YP 6294Z (OI : CTI - TBA) and SHA 2398P (TP : LKK REF - CC3/CTI20005990/Fps3) on 22/05/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHA 2398P at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong.

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

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Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: 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)

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 16 September 2020 2:55 PM
To: 'catherinekoh@cdge.com.sg'
Cc: Admin A
Subject: Your Ref: T 0520/ SHA2398P/ WT/CK(st) // LKK Ref: CC3/CTI20005990/Fps3
[ACCIDENT INVOLVING YP 6294Z(CHINA TAIPING) & SHA 2398P ON 22/05/2020]

Your Ref: **T 0520/ SHA2398P/ WT/CK(st)**

Without Prejudice

LKK Ref: CC3/CTI20005990/Fps3

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP 6294Z(CHINA TAIPING) & SHA 2398P ON 22/05/2020

We refer to the above matter.

Please be informed that our principal M/s China Taiping Insurance (Singapore) Pte. Ltd. had repudiated the claims in view of our insured has breach of policy terms and conditions.

Kindly re-direct your client's claim to our insured for redress.

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)