

Khanchna (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: 9 October 2020 11:06 AM
To: Khanchna (LKK Auto); Admin A
Cc: Claims Dept of CTI; Alfred Toh; sales; Hsiao Tong (LKKAuto)
Subject: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN
Attachments: Traffic Police Investigation Report.pdf; PIR (SHD1076J).jpg; Email from Insured dispute liability.pdf; LOD (SHD1076J).pdf

LKK REF - CC3/CTI20007791/ks3
CTI REF - SNM20D202657C02/3(tohhs) - SDK8363U

Dear Khanchna

We refer to your emails pertaining to the above matter.

Comments of Insured in his email of 2 September 2020 on practices of driving is well noted.

However, negotiation on claims are based on the nature of the accident.

In view of the above, **please proceed to resolve the property damage claim at \$306.29.**

p.s. we have waived penalty on late reporting on this accident as exceptional case based on our agent's appeal.

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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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Friday, October 9, 2020 9:48 AM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Dear Mr. Alfred,

We refer to the above matter and our e-mail dated 21/9/2020.

Appreciate your approval/instructions.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: 21 September 2020 4:55 PM

To: alfred.toh@sg.cntaiping.com

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

Subject: FW: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Dear Mr. Alfred,

We refer to the above matter.

We have already received a copy of the Police investigation result and it is against our Insured for failing to stop after the accident, failing to render assistance and failing to report the accident within 24 hours.

We have also received a copy of the LOD.

Insured still dispute in his e-mail dated 2/9/2020 (as attached) that the accident is not his fault.

Please let us know whether it is okay or not for us to send the below email reply to Insured.

Thank you.

Regards,

Khanchna

DRAFT E-MAIL TO INSURED***

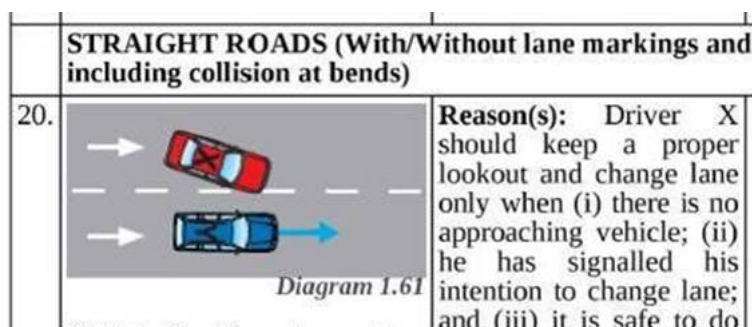
OUR REF: CC3/CTI20007791/ks3

Dear Mr. Patrick,

We have noted that the Traffic police has issued stern warning to you for this accident.

We would like to advise that we are of still of the view the liability is down against you as per our principal's (China Taiping Insurance) e-mail to you dated 19/8/2020.

As explained (below), please take note that it is the duty of the driver that is making the lane change to ensure proper lookout, ensure that there is no approaching vehicle and it is safe to make a lane change.



The breakdown of our proposed settlement with third party is as follows: -

1. Cost of Repair (with 7% GST)	\$ 214.00
2. Loss of Rental (1 days x \$50.29)	\$ 50.29
3. Loss of Income (1 days x \$40)	\$ 40.00
4. GIA Search fee	\$ 2.00
Total	\$ 306.29

If you feel strongly against our settlement offer to the third party, kindly let us have them in writing within the next 7 days and we will seek further instruction from China Taiping Insurance Pte Ltd.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: PCCT <ctcheongp@yahoo.com.sg>

Sent: 14 September 2020 5:51 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: Re: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Hello Ms Khanchna,

I would like to have an update if CTI & LKK have come to an agreement with third party & if it has been accepted.

If so, please feedback the final settlement amount.

Additionally, I have received the Traffic Police investigations report today and am cleared of all charges. There is neither conviction against me nor criminal record.

For your record purposes.

Thank you for your kind attention & appreciate your response.

Patrick Cheong

Tel: 9117 6313

On Wednesday, 2 September 2020, 11:18:19 PM SGT, PCCT <ctcheongp@yahoo.com.sg> wrote:

From: PCCT <ctcheongp@yahoo.com.sg>

Sent: 2 September 2020 11:16 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: Re: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Hello Ms Khanchna,

Thank you for your reply.

Here are my personal opinions:

1) When I signalled my intention to switch lane, the video shows third party Speed: 54Km/h Distance: 619.6Km Time: 13:51:43. I estimate when the impact occurred, the video shows third party Speed: 69Km/h Distance: 619.7Km Time: 13:51:45. I have given sufficient indication of my intention to switch lane of at least 100m & 2 full seconds. I do not agree that it was a split second action.

2) At the point in time when I decided to switch lane, it was clear traffic and I did not expect third party to speed up and cover the distance in such a short time.

3) I could also claim that if third party did not speed up and covered at least 100m in a mere 2 seconds, this accident could also have been avoided.

Therefore, if CTI & LKK decided to ignore these facts, I rest my case and have no further comments. I will leave the decision to LKK to negotiate an amicable settlement.

I strongly feel that by deciding to make payments to third party, this encourages more reckless drivers speeding up when someone showed their intention to switch lane instead of giving way, being a courteous & considerate driver. After all, if any accidents occur, this party will not be in the wrong since this party was traveling in its own lane, even though driving recklessly.

Switching lanes are part & puzzle of driving from one destination to another, however, if every driver behaves like third party speeding up instead of giving way when someone indicates their intention way in advance to switch lane, there will be a lot more accidents happening on our roads.

Once again, thank you for considering my points & for your kind attention to this matter.

Patrick Cheong

On Wednesday, 2 September 2020, 06:08:52 PM SGT, Khanchna (LKK Auto) <khanchna@lkkauto.com> wrote:

OUR REF: CC3/CTI20007791/ks3

Dear Mr. Patrick Cheong,

ACCIDENT BETWEEN SDK8363U & SHD 1076J ON 28/07/2020

We refer to the above matter and your e-mail dated 26/8/2020.

We refer to your point as follows, please refer to our reply/comments in blue:

1. " When I signaled my intentions to switch lane by indicator lamp, I was at least more than two car lengths in front of third party. Therefore, my view was clear that there were clear traffic before I switch."

- From the third party's accident video, it seems that in a split second the lane change was made when third party vehicle was already very close to your vehicle

2. The third party decided to speed up from 54km/h to 69km/h as indicated on the video footage. The road Sims Avenue East has a 50km/h speed limit.

- Please note that third party was only moving in his own lane. The onus is on the driver that is making the lane change to ensure proper lookout and ensure that it is safe to make a lane change.

3) As a result of the speed up, third party actually knocked into my side mirror even after I switched back into my lane when I heard a horn from third party.

- If you did not attempt to switch lane and position your vehicle in such a close vicinity with Third party, we opine that the accident is avoidable.

As for the police report that you have lodged, whether the traffic police will take any action against third party on speed limit is a different issue. Under common law, we have to negotiate with third party for claim settlement to avoid any litigation resulting in a higher claim cost.

As such, we would like to advise that we are of still of the view the liability is down against you as per our principal's (China Taiping Insurance) e-mail to you dated 19/8/2020.

We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: PCCT <ctcheongp@yahoo.com.sg>

Sent: 26 August 2020 10:59 AM

To: sales <sales@vitesseinsurance.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; alfred.toh@sg.cntaiping.com; Admin A <admin-a@lkkauto.com>; sales@vitesseinsurance.com

Subject: Re: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Hello Mr Alfred Toh & Ms Khanchna,

Thank you for your video footage & reply.

I would like to highlight a few points that I observed from the video footage.

- 1) When I signaled my intentions to switch lane by indicator lamp, I was at least more than two car lengths in front of third party. Therefore, my view was clear that there were clear traffic before I switch.
- 2) The third party decided to speed up from 54km/h to 69km/h as indicated on the video footage. The road Sims Avenue East has a 50km/h speed limit.
- 3) As a result of the speed up, third party actually knocked into my side mirror even after I switched back into my lane when I heard a horn from third party.

In view of this new evidence and information, I have made another police report to support my case.

Attached is the police report for your reference.

Please advise what is your recommended next course of action.

I hope both China Taiping & LKK will take into consideration of such situation if you decide to continue with your negotiations for an amicable settlement.

Thank you for your kind attention to this matter.

Yours sincerely,

Patrick

On Tuesday, 25 August 2020, 06:26:00 PM SGT, Khanchna (LKK Auto) <khanchna@lkkauto.com> wrote:

OUR REF: CC3/CTI20007791/ks3

Dear Mr. Patrick Cheong,

ACCIDENT BETWEEN SDK8363U & SHD 1076J ON 28/07/2020

We refer to the above matter.

Kindly be informed that we have noted from the third party's accident video (as attached) that you were changing lane without proper lookout and without ensuring that it was safe to do so and third party was moving in his own lane. We also noted that after the collision, you did not stop.

As such, we would like to advise that we are of the view the liability is down against you as per our principal's (China Taiping Insurance) e-mail to you dated 19/8/2020.

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.

Thank you.

*****The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client, to any third party, or any social media or media platform.*****

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: PCCT <ctcheongp@yahoo.com.sg>
Sent: 19 August 2020 4:23 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; sales <sales@vitesseinsurance.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Subject: Re: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Dear Mr Alfred Toh,
Since this case has been reported to the Traffic Police, I will await the outcome from Traffic Police. The Traffic Police is reviewing the video footage.
i will not comment further.
Please let me know the outcome of LKK negotiations and how much compensation has to be paid.
As of now, I just spoke to LKK and Third Party has not submitted their documents yet.

Patrick Cheong
On Wednesday, 19 August 2020, 03:40:18 PM SGT, Alfred Toh <alfred.toh@sg.cntaiping.com> wrote:

CLAIM NO: SNM20D202657C02/3(at)

DATE OF ACCIDENT: 28 JULY 2020

POLICE REPORT FILED ON 4 AUGUST 2020 (upon receipt of Traffic Police notification)

ACCIDENT REPORT FILED ON 6 AUGUST 2020

Dear Mr Patrick Cheong

We refer to your email of 19 August 2020 and our email of 6 August 2020 [pertaining to the alleged hit and run accident involving your vehicle \(SDK8363U\) and SHD1076J.](#)

Please be advised that we did not insist you to pay for the claim by the taxi as it shall be indemnified under your motor insurance policy.

You reported that you changed lane and swerved back to your lane after hearing horn from the rear and suddenly heard a bang sound and realized that the taxi has hit onto your left wing mirror.

SH1076J reported that while he was moving straight, you encroached to his lane abruptly resulting your vehicle collided with front wing mirror of his taxi.

Based on the nature of the accident, we regret to advise that liability is not in your favour (although you managed to served back to your lane and mirror hit by taxi, travelling straight at the rear) and shall be instructing M/s LKK Auto Consultants Pte Ltd (our appointed agent handling third party claims) to negotiate on quantum of the claim.

For your information, did not stop to exchange particulars after accident (whether minor or major) can be considered as "hit and run" as defined by the Traffic Police under the law.

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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: PCCT <ctcheongp@yahoo.com.sg>

Sent: 19 August 2020 12:18 PM

To: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

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

Subject: Re: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Hello Alfred,

There are a few points that I would like to clarify.

Firstly, I am not in the wrong and I do not intend to make any payments or settlement with the other party.

It was just a very light touch on my car left wing mirror and the mirror just spring back slightly & returned to its original position.

In fact, it was the other party that hit my car left side mirror.

As a result, I thought it was just a normal case of wing mirror issue which can happen anytime.

Secondly, in view of this very minor incident, I did not stop to exchange any particulars.

I did not make any police report until Aug 4 when the traffic police (Mr Irman - investigation officer) informed me that I have to make a report.

Subsequently, I also received a message from insurance company that I have to make a report as third party made a claim against me.

Finally, so far, no one has contacted me.

I did call Ms Khanchna on Aug 5 and was told no information yet on the said claim.

I strongly disagree with any claimw against me and will not do any private settlement.

Please take note of my case & decision.

Thank you.

Patrick Cheong

Tel: 91176313

SDK8363U

On Thursday, 6 August 2020, 11:15:34 AM SGT, Alfred Toh <alfred.toh@sg.cntaiping.com> wrote:

LKK REF - CC3/CTI20007791/ks3

CTI REF – SNM20D202657C02/3(at) SDK8363U

Dear Mr Patrick Cheong

You may want to discuss with Ms Khanchna of M/s LKK Auto Consultants Pte Ltd at **6841 2360** (our appointed agent for handling third party claims) after reporting the accident.

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: claimsdept@sg.cntaiping.com

alfred.toh@sg.cntaiping.com

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From: Patrick Cheong <ctcheongp@yahoo.com.sg>

Sent: Thursday, August 6, 2020 10:29 AM

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

Subject: Re: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Hello Alfred

I will try to make a report today.

I saw there is an estimated repair cost. Could you please send that to me as well in case i decide direct settlement.

Thank you.

Best regards,

Patrick Cheong

On 5 Aug 2020, at 3:26 PM, Vitesse Insurance <sales@vitesseinsurance.com> wrote:

hi Patrick, pls kindly assist to make the accident report at any authorised workshops as attached.

cheers

chris

Vitesse

7030 Ang Mo Kio Ave 5

05-34 Northstar @ AMK

Singapore 569880

Tel : 65533 468 (Main Line)

Fax : 65533 068

Email: sales@vitesseinsurance.com

Whatsapp : <https://wa.me/6591695050>

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Please consider the environment before printing this email

----- Forwarded message -----

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

Date: Wed, Aug 5, 2020 at 3:10 PM

Subject: Direct Settlement - Accident Involving SDK 8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

To: suli@lkkauto.com <suli@lkkauto.com>, Admin A <admin-a@lkkauto.com>, Khanchna (LKK Auto) <khanchna@lkkauto.com>, sales <sales@vitesseinsurance.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>, Alfred Toh <alfred.toh@sg.cntaiping.com>

LKK REF - CC3/CTI20007791/ks3

CTI REF - SNM20D202657C02/3(at)

POLICY NO: DMPCSN30767219022

VEHICLE NO: SDK 8363U

INSURED: CHEONG CHONG THYE PATRICK

Dear Sirs

Please note that Insured has not and/or has yet to file accident report till date.

Aside to M/s Vitesse Insurance, please assist to notify **CHEONG CHONG THYE PATRICK** to file the accident report **IMMEDIATELY** to enable us to handle the incoming property damage claim against his motor insurance policy.

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

Sent: Wednesday, August 5, 2020 11:29 AM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: RE: SNM20D202657/SDK8363U/TOHHS / FW: Direct Settlement - Accident Involving SDK 8363U (OI : CTI - TBA) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHD 1076J at M/s PREMIER AUTOMOTIVE SERVICES 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**

Kindly let us have a copy of insured's accident report for our necessary action.

Please note that the case handler in-charge is Khanchna.

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: 6841 1467 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: Chong Boon Sen [<mailto:boonsen.chong@sg.cntaiping.com>]

Sent: Thursday, 30 July 2020 10:22 AM

To: Su Li (LKK Auto); Admin A; Khanchna (LKK Auto); Alfred Toh

Cc: Claims Dept of CTI

Subject: O/R: SNM20D202657/SDK8363U/TOHHS / FW: Direct Settlement - Accident Involving SDK 8363U (OI : CTI - TBA) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020

Dear all,

Please note that officer in charge for this case is Alfred Toh

Claim no. SNM20D202657/SDK8363U/TOHHS.

Dear Alfred,

Pls revert LKK.

NOTICE :

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Thank you

Chong Boon Sen
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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, July 29, 2020 2:15 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: Direct Settlement - Accident Involving SDK 8363U (OI : CTI - TBA) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020

Dear Sir / Madam,

We refer to the above matter.

Fyi – vehicle not in and still pending for survey.

Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

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 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)

<TP GIA REPORT.pdf>

<CTI AUTHORIZED WORKSHOPS.pdf>

Pls assist

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

Sent: Wednesday, July 29, 2020 2:15 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: Direct Settlement - Accident Involving SDK 8363U (OI : CTI - TBA) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020

Dear Sir / Madam,

We refer to the above matter.

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LKK REF - CC3/CTI20007791/ks3

CTI REF – SNM20D202657C02/3(at) SDK8363U

Dear Mr Patrick Cheong

You may want to discuss with Ms Khanchna of M/s LKK Auto Consultants Pte Ltd at **6841 2360** (our appointed agent for handling third party claims) after reporting the accident.

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.

Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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: Patrick Cheong <ctcheongp@yahoo.com.sg>

Sent: Thursday, August 6, 2020 10:29 AM

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

Subject: Re: Direct Settlement - Accident Involving SDK8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

Hello Alfred

I will try to make a report today.

I saw there is an estimated repair cost. Could you please send that to me as well in case i decide direct settlement.

Thank you.

Best regards,

Patrick Cheong

On 5 Aug 2020, at 3:26 PM, Vitesse Insurance <sales@vitesseinsurance.com> wrote:

hi Patrick, pls kindly assist to make the accident report at any authorised workshops as attached.

cheers

chris

Vitesse

7030 Ang Mo Kio Ave 5

05-34 Northstar @ AMK

Singapore 569880

Tel : 65533 468 (Main Line)

Fax : 65533 068

Email: sales@vitesseinsurance.com

Whatsapp : <https://wa.me/6591695050>

This message is confidential; its contents do not constitute a commitment by Vitesse except where provided for in a written agreement between you and Vitesse. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

Please consider the environment before printing this email

----- Forwarded message -----

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

Date: Wed, Aug 5, 2020 at 3:10 PM

Subject: Direct Settlement - Accident Involving SDK 8363U (SNM20D202657C02/3(at) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020 - HIT & RUN

To: suli@lkkauto.com <suli@lkkauto.com>, Admin A <admin-a@lkkauto.com>, Khanchna (LKK Auto)

<khanchna@lkkauto.com>, sales <sales@vitesseinsurance.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>, Alfred Toh <alfred.toh@sg.cntaiping.com>

LKK REF - CC3/CTI20007791/ks3

CTI REF - SNM20D202657C02/3(at)

POLICY NO: DMPCSN30767219022

VEHICLE NO: SDK 8363U

INSURED: CHEONG CHONG THYE PATRICK

Dear Sirs

Please note that Insured has not and/or has yet to file accident report till date.

Aside to M/s Vitesse Insurance, please assist to notify CHEONG CHONG THYE PATRICK to file the accident report IMMEDIATELY to enable us to handle the incoming property damage claim against his motor insurance policy.

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: claimsdept@sg.cntaiping.com

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, August 5, 2020 11:29 AM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SNM20D202657/SDK8363U/TOHHS / FW: Direct Settlement - Accident Involving SDK 8363U (OI : CTI - TBA) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHD 1076J at M/s PREMIER AUTOMOTIVE SERVICES 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

Kindly let us have a copy of insured's accident report for our necessary action.

Please note that the case handler in-charge is Khanchna.

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: 6841 1467 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: Chong Boon Sen [<mailto:boonsen.chong@sg.cntaiping.com>]
Sent: Thursday, 30 July 2020 10:22 AM
To: Su Li (LKK Auto); Admin A; Khanchna (LKK Auto); Alfred Toh
Cc: Claims Dept of CTI

Subject: O/R: SNM20D202657/SDK8363U/TOHHS / FW: Direct Settlement - Accident Involving SDK 8363U (OI : CTI - TBA) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020

Dear all,

Please note that officer in charge for this case is Alfred Toh

Claim no. SNM20D202657/SDK8363U/TOHHS.

Dear Alfred,

Pls revert LKK.

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Thank you

Chong Boon Sen
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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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Sent: Wednesday, July 29, 2020 2:15 PM
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Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: Direct Settlement - Accident Involving SDK 8363U (OI : CTI - TBA) and SHD 1076J (TP : LKK REF - CC3/CTI20007791/ks3) on 28/07/2020

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Su Li | Admin Support

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