

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Friday, October 2, 2020 3:32 PM
To: Cecilia Low
Cc: Admin A; claimsdept@sg.cntaiping.com
Subject: RE: SNM20D202407/C02. Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020
Attachments: Email from TP workshop.pdf

Dear Ms. Cecilia,

We refer to the above matter and attachment.

Please be informed that the third party is passing the claim to their lawyer to handle.

As such, we will proceed to submit our report and close.

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: Cecilia Low <cecilia.low@sg.cntaiping.com>

Sent: 1 October 2020 10:51 AM

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

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

Subject: RE: SNM20D202407/C02. Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020

[Strictly Confidential]

Hi Khanchna

Please be informed that we are not inclined to settle TP's claim, based on insured's version of the accident.

We shall review the matter upon our receipt of further evidence.

Thank you.

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 correspondences should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Cecilia Low (Ms)
Senior Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6225 5879

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

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, 22 September 2020 4:28 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM20D202407/C02. Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020

Dear Ms. Cecilia,

We refer to the above matter.

Based on all documents at hand, we are of the opinion that liability is 50% due to conflicting versions as both allege the other vehicle collided into their stationary vehicle and no supporting evidence (i.e. accident video).

We have checked with Insured's workshop whom is assisting with counter claim (Team Auto Pro) and they said that they are looking at 50/50 liability.

Suggest to proceed with direct settlement at 50% basis.

Your approval please.

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: 18 August 2020 2:33 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM20D202407/C02. Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020

Dear Ms. Cecilia,

We refer to the above matter and your e-mail below.

Please be informed that the third party does not have any accident video and propose to settle the matter at 50/50 amicably.

We have spoken to our Insured (company rep: Mr. Wei) and he said that M/s Teamauto Pro is assisting with their counter claim and it is ongoing.

Please advice.

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: Cecilia Low <cecilia.low@sg.cntaiping.com>

Sent: 7 August 2020 4:32 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: RE: SNM20D202407/C02. Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020

Hi Khanchna

We append our insured's SAS and are not agreeable to direct settlement.

Please let us have the video footage, if available.

Thank you.

NOTICE :

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All correspondences should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Cecilia Low (Ms)

Senior Executive

Claims

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

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

Sent: Friday, 7 August 2020 9:16 AM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

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

Subject: RE: SNM20D202407/SGX4780X/LOWCT - Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020

Dear Cecilia,

We refer to the above matter.

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

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)

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

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

Sent: Wednesday, 5 August, 2020 5:37 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: O/R: SNM20D202407/SGX4780X/LOWCT - Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020

Dear Cecilia,

Please revert LKK.

Note : officer in charge – Cecilia 63896530

Kindly quote our reference number when replying.

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Thank you

Lim Shu Min

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

Sent: Wednesday, August 5, 2020 5:14 PM

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

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

Subject: Direct Settlement - Accident Involving SGX4780X (OI : CTI - TBA) AND PC1739R (TP : LKK REF - CC6/CTI20008104/Kka3) on 07.07.2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle PC 1739R at M/s Alan's United Auto Pte Ltd - Sin Ming on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- 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 is Khanchna and she can be contacted at DID: 6841 2360.

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)

"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."

Khanchna (LKK Auto)

Subject:

FW: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

From: Khanchna (LKK Auto)

Sent: Friday, October 30, 2020 5:05 PM

To: kennychan@alanutd.com

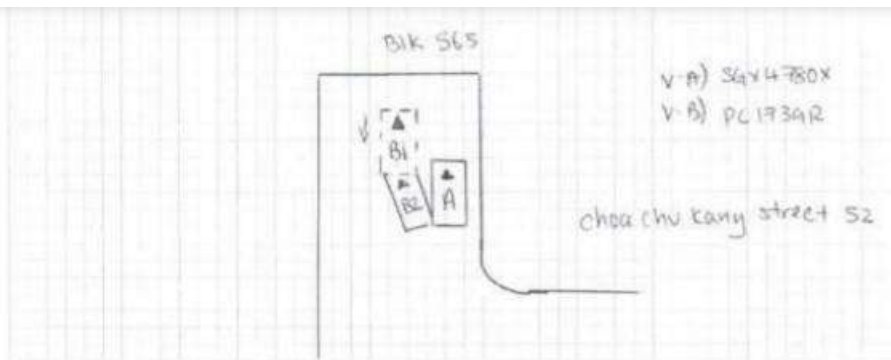
Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

WITHOUT PREJUDICE

Dear Kenny,

Our Insured statement is below:



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On the stated date and time, I vehicle 'A' SGX4780X was travelling on the stated venue. I parked my vehicle at the rubbish chute of block 565 Choa Chu Kang street. I was inside my vehicle. I noticed vehicle PC1739R parked right next to me. I did not bother much and continue using my phone to map the next location. The next moment I felt an impact on my vehicle rear left. Shortly I got out of my vehicle and realised it was PC1739R was reversing his vehicle and collided against my stationary vehicle rear left portion.

Thank you.

"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."

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: kennychan@alanutd.com <kennychan@alanutd.com>

Sent: 30 October 2020 2:33 PM

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

Subject: RE: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

Dear Khanchna

Please forward us your insured driver statement ,as our client wanted to know the reason for rejected claim ,thank you .

Regards

Kenny

Alan's United Auto Pte Ltd

64538686

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Friday, October 02, 2020 11:01 AM

To: kennychan@alanutd.com

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

Subject: RE: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

Without Prejudice

Dear Kenny,

Please be informed our principal is not agreeable to do direct settlement based on Insured's version of the accident.

Our Insured is making a counter claim against your client.

Our principal will review upon receipt of further evidence.

Please send us the accident video/witness statement/accident scene photos if any.

Thank you.

"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."

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: kennychan@alanutd.com <kennychan@alanutd.com>
Sent: 2 October 2020 9:39 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

Dear Khanchna

Please tell your principle insured , they don't follow GIA BOLA , so we have no choice ,we will pass to lawyer .

Regards
Kenny
Alan's United Auto Pte Ltd
64538686

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Thursday, October 01, 2020 11:20 AM
To: kennychan@alanutd.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

Without Prejudice

Dear Kenny,

We refer to the above matter.

Please be informed our principal is not agreeable to do direct settlement on 50% basis.

Our Insured is making a counter claim against your client.

Thank you.

"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."

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: kennychan@alanutd.com <kennychan@alanutd.com>

Sent: 19 August 2020 1:12 PM

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

Subject: FW: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

Dear Khanchna

As spoken yesterday ,please to remind you to reply us for the liability of 50/50 or rejected the claim as you are saying liability not clear ,both parties statement are saying both vehicle was stationery .

Regards

Kenny

Alan's United Auto Pte Ltd

64538686

From: kennychan@alanutd.com [<mailto:kennychan@alanutd.com>]

Sent: Tuesday, August 11, 2020 10:42 AM

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

Subject: RE: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

Dear Khanchna

Morning , as we are asking for reason of the liability unclear , kindly update us the status ,thank you .

Regards

Kenny

Alan's United Auto Pte Ltd

64538686

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Thursday, August 06, 2020 10:02 AM

To: kennychan@alanutd.com

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

Subject: ACCIDENT BETWEEN PC 1739R & SGX 4780X (CTI) ON 07/07/2020

WITHOUT PREJUDICE

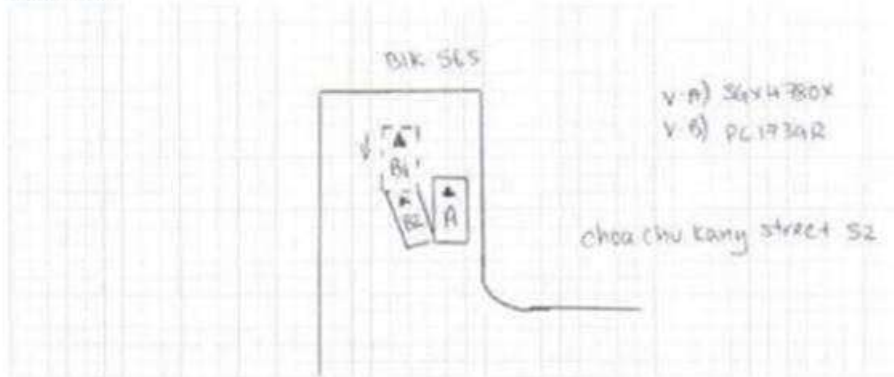
Dear Kenny,

We refer to the above matter.

The liability is unclear and our Insured is also making a counter claim.

We append below our Insured statement:

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On the stated date and time, I vehicle "A" SG4780X was
travelling on the stated venue. I parked my vehicle at the rubbish
chute of block 565 Choa Chu Kang Street. I was inside my
vehicle. I noticed vehicle PC1739R parked right next to me.
I did not bother much and continue using my phone to
map the next location. The next moment I felt an impact
on my vehicle rear left. Shortly I got out of my vehicle
and realised it was PC1739R was reversing into vehicle
and collided against my stationary vehicle rear left
portion.

We are checking with our Insured on the counter claim status/outcome.

Thank you.

"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."

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)

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: 11 August 2020 11:05 AM
To: CARCONCEPTLEASING@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT BETWEEN PC 1739R & SGX 4780X ON 07/07/2020

Our Ref: CC6/CTI20008104/Kka3

CAR CONCEPT LEASING

[Policy Holder]

Dear Sir/Madam,

ACCIDENT BETWEEN PC 1739R & SGX 4780X ON 07/07/2020

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, **CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD** to deal with the third party claim against your policy.

Kindly let us have a copy of the accident video/accident scene photos/independent witness statement (if any).

Kindly also let us know the status of the counter claim against **PC 1739R** and please let us know the name of the workshop that is assisting you with the claim.

Please call/e-mail us if you have further queries.

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)