

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

Sent: Friday, 23 October, 2020 10:15 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: LOD Re: Accident on 4/9/2020 involving SHF 121H & SJV 8535L (China Taiping's insured) Our Ref: TAX/09/20/2010/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$1,400.00
Loss of Rental	\$582.62 (5.5 days x \$105.93)
Loss of Income	\$330.00 (5.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$2,319.62

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search

Please let us have your offer soon. Thanks.



Date: 4/9/2020

Our Ref. No.:

Letter of Authorisation

I, KWEK BOON CHONH (NRIC No.: [REDACTED])
registered hirer / relief driver / taxi share driver of SMRT taxi registration number
SIT 121H hereby authorise **SMRT Automotive Services Pte Ltd**
("AutoSvs") to deal with all matters arising out of the accident between my taxi
and STV 8535L happened on 04/09/2020 time 1330pm
along Balestier toward Thomson Rd
(the "Accident") on my behalf, including but not limited to instituting and any claims or
proceedings against such party or parties (as AutoSvs deems fit in its absolute
discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or
action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve
and settle any proceeding or claim arising out of the accidents, including but not limited
to doing any act or executing any document or signing the Discharge Voucher on my
behalf as may be required.

Name: KWEK BOON CHONH Signature: [Signature]

NRIC No.:

Tel No.:

Address:

AUTHORIZATION TO ACT

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHF 121H** (vehicle no.) hereby authorize **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no **SHF 121H** that was damaged pursuant to the accident which occurred on **04/09/2020** (date) along **BALESTIER RD** (location) involving vehicle no/s **SJV 8535L** ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT TAXIS PTE LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 11 (day) of Aug (month) 2021 (year)



Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSN3084901903

Claim No : SNM20D203231/LKKDS

Claimant : SMRT TAXIS PTE LTD

Amount : S\$ 2,030.72

SINGAPORE DOLLARS TWO THOUSAND THIRTY AND CENTS SEVENTY TWO ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHF 121H

Insured Vehicle No. : SJV 8535L

Date of Loss : 04/09/2020

Place of Accident : BALESTIER ROAD

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : KHO CHUNG WAH JAMES (GU SONGHUA)

Driver Name : KHO CHUNG WAH JAMES (GU SONGHUA)

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	1,400.00
(3) Loss of Use /Rental/Earning	S\$	623.72
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL	S\$	2,030.72

Claimant Name : SMRT TAXIS PTE LTD

NRIC No : SXXXX7061E

Signature :

Date :

11 AUG 2021

*** This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.



SMRT Automotive Services Pte Ltd

60 Woodlands Ind Park E4
Singapore 757705

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 1990042802
Invoice No. : IV201000183
Date : 16.10.2020
Vehicle No. : SHF121H
Your Ref No. : TAX/09/20/2010
Our Ref No. : 24108068
Terms : 30 Days



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 1,400.00
GRAND TOTAL					\$ 1,400.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 04.09.2020

Payment Instructions

Please issue cheque in
favour of SMRT TAXIS
PTE LTD.

Koo Yew Chung

Koo Yew Chung (Oct 16, 2020 16:06 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/09/20/2020

From: SMRT Taxis Pte Ltd

Date: 14/9/2020

**ACCIDENT ON 04/09/2020 INVOLVING SHF 121H & SJV 8535L ALONG
BALESTIER RD TOWARDSTHOMSON RD**

This is to confirm that the daily rental rate for SHF 121H is \$105.93 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager



Laid Up Report

Accident Start Date : 01/09/2020

Date Generated : 11/09/2020

Accident End Date : 11/09/2020

User Name : LeeGek

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/09/20/2010	SHF121H	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24108068	04/09/2020 4:08 PM	10/09/2020 11:04 AM

Enquire Transaction History

Transaction History Details

Log Date/Time:	04 Sep 2020 / 16:54:16	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SJV8535L		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HAUL	Business Transaction Reference No.:	20200904165416594010

Search Date / Time: 04 Sep 2020 13:30:00
Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Tuesday, 19 January 2021 12:06 PM
To: KHOCW@YAHOO.COM.SG
Cc: Admin A
Subject: ACCIDENT INVOLVING SJV 8535L & SHF 121H ALONG/AT BALESTIER ROAD ON 04/09/2020

Our Ref: CC3/CTI20009670/Qra3

KHO CHUNG WAH JAMES (GU SONGHUA)- BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SJV 8535L & SHF 121H ALONG/AT BALESTIER ROAD ON 04/09/2020

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.

We have received a claim from SHF 121H against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as your vehicle was changing lane and collided with Third Party who was moving in own lane. Vehicles should keep in proper lane and change lane only when it is safe. 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 7 days from the date of this letter.

Please call us if you have further queries.

*c.c. China Taiping Insurance (Singapore) Pte Ltd
(Motor Claims Dept)*

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Thu 8/5/2021 9:56 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Hi Jaslin,

Pease proceed as propose.

Thank you.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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.

Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, 4 August 2021 7:52 PM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

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

Subject: Re: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Jacqueline

We refer to our email on 21/07/2021.

Kindly let us have your instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, July 21, 2021 3:31 PM
To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Jacqueline

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Wednesday, July 21, 2021 3:25 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Jaslin,

Please forward us your SR & LOD from SMRT for our consideration.
Thank you.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 Taiping SG

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, 21 July 2021 3:21 PM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

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

Subject: Re: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

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Dear Sirs/Mdm,

ACCIDENT INVOLVING SJV 8535L (CTI) AND SHF 121H (TP) ON 04/09/2020

We refer to the above matter.

We seek your approval to offer repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at **\$ 2,030.72 (all-in).**

The summary is as follows: -

□

	Amount Claimed	Amount Revised
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1. Cost of Repair	\$ 6,334.78	\$ 1,400.00
2. Loss of Rental (5.5 days x \$105.93)	\$ 582.62	\$ 423.72 (4 days x \$105.93)
3. Loss of Rental (5.5 days x \$60.00)	\$ 330.00	\$ 200.00 (4 days x \$50.00)
4. LTA / GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 3,630.70	<u>\$ 2,030.72</u>

Surveyor recommended 3 days for repair + 1 PRS = 4Days

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Sent: Wednesday, July 14, 2021 2:25 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Jaslin,

Please proceed to settled at best.

Thank you.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, 14 July 2021 11:43 AM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

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

Subject: Re: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

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Dear Jacqueline

Workshop have provided a longer version video.

Video shows that when TP filtered to the right, OI'S vehicle was still stationary at the junction on the right most lane. After TP had straightened and proceeded straight, OI swerved left and collided with TP.

Kindly let us have your instructions to maintain at 50/50 or to re-seek mandate as 100%.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Wednesday, June 23, 2021 10:35 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Jaslin,
Please proceed as your propose dated 09.02.2021.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, 22 March 2021 3:48 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: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia

We refer to our email on 09/02/2021.

Kindly let us have your comments / instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)
Sent: Monday, 8 March 2021 3:52 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: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia

We refer to our email on 09/02/2021.

Kindly let us have your comments / instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Tuesday, 9 February 2021 4:54 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: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia

We refer to the above matter.

Based on Insured's rear video. It shows that TP vehicle was at the extreme right lane and filter 2 lanes straight and collided with Insured who was also filtering to the left.

Therefore, we suggest to resolve the case at equal liability.

Kindly let us have your comments / instructions.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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: Tuesday, 9 February 2021 4:46 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

[Strictly Confidential]

Hi Jaslin

Please refer to attached video.
Thank you.

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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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, 8 February 2021 12:09 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Claims Dept of CTI
<claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia,

Kindly let us have a copy of insured video footage asap, as Third party workshop is chasing for an offer.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)
Sent: Monday, 18 January 2021 3:11 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Claims Dept of CTI
<claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia,

Kindly let us have a copy of insured video footage asap, as Third party workshop is chasing for an offer.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Monday, 4 January 2021 10:43 AM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia,

Kindly let us have a copy of insured video footage for our viewing soon, as Third party workshop is chasing for an offer.

Please refer to attached email with workshop.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Wednesday, 30 December 2020 5:49 PM

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

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

Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia,

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

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Wednesday, 2 December 2020 2:42 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia,

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

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, 14 October 2020 4:15 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

Dear Cecilia,

Kindly let us have a copy of insured 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: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Cecilia Low [<mailto:cecilia.low@sg.cntaiping.com>]
Sent: Tuesday, 22 September 2020 5:37 PM
To: Admin A; Jia Le (LKK Auto); Jaslin Kok (LKK Auto)
Subject: RE: OUR REF: SNM20D203231/C02. YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

[Strictly Confidential]

Dear Sirs

Please refer to the requested SAS.

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: Claims Dept of CTI

Sent: Friday, 11 September 2020 2:05 PM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; JiaLe@lkkauto.com; jaslinkok@lkkauto.com

Subject: OUR REF: SNM20D203231/C02/SJV8535L/LOWCT & YOUR REF: SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) ON 04/09/2020

RE-SEND

Dear Cecilia,

Please assist on LKK Auto on D/S

Note: officer in charge – Cecilia Low – 6389 6530

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

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 & Best regards.

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | M: (65) 62247175 | F: (65) 6222 1033

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

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From: Claims Dept of CTI
Sent: Friday, September 11, 2020 2:02 PM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>; 'Jaslinkok@lkkauto.com' <jaslinkok@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'JiaLe@lkkauto.com' <JiaLe@lkkauto.com>
Subject: FW: Direct Settlement - Accident Involving SJV8535L (OI : CTI - TBA) and SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) on 04/09/2020

Dear Cecilia,

Please assist on LKK Auto on D/S

Note: officer in charge – Cecilia Low – 6389 6530

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

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 & Best regards.

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | M: (65) 62247175 | F: (65) 6222 1033

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

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, September 11, 2020 11:17 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: Direct Settlement - Accident Involving SJV8535L (OI : CTI - TBA) and SHF121H (TP : LKK REF - CC3/CTI20009670/Qda3) on 04/09/2020

Dear Sirs/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHF 121H at M/s SMRT Automotive Services Pte Ltd – Woodlands 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 Jia Le and she can be contacted at DID: 6749 5792.

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,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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