

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Thursday, 24 December 2020 5:47 PM
To: MARKCHEE.MC@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT INVOLVING SLH 1671Y & SHD 9567G ALONT/AT ORCHARD RD & BUYONG RD JUNC ON 14/09/2020

Our Ref: CC3/CTI20010006/Krs3

CHEE HOE HOCK MARK- BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SLH 1671Y & SHD 9567G ALONT/AT ORCHARD RD & BUYONG RD JUNC ON 14/09/2020

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 SHD 9567G against your motor insurance policy.

Based on the available information on hand, we are of the view that both parties should exercise caution when turning in the same direction. The case would be resolved at equal liability. Therefore, we will proceed to negotiate for an amicable settlement with third party claimant.

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 7 days i.e. by 31/12/2020, 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.

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

"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)

Jaslin Kok (LKK Auto)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Monday, 1 February 2021 10:25 AM
To: Jaslin Kok (LKK Auto)
Cc: Admin A
Subject: FW: OUR REF: SNM20D203396/C02/SLH1671Y/TAYHP & YOUR REF: SHD 9567G (TP : LKK REF - CC3/CTI20010006/Kds3) D.O.A 14.09.2020
Attachments: TP VIDEO.mp4

Dear Mdm,

Based on the video footage from TP, TP is indecisive/not sure whether to go straight or turn left.

Please reject.

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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: Monday, February 1, 2021 9:50 AM

To: Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM20D203396/C02/SLH1671Y/TAYHP & YOUR REF: SHD 9567G (TP : LKK REF - CC3/CTI20010006/Kds3) D.O.A 14.09.2020

Dear Irene

Please find attached video.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Monday, 1 February 2021 9:38 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM20D203396/C02/SLH1671Y/TAYHP & YOUR REF: SHD 9567G (TP : LKK REF - CC3/CTI20010006/Kds3) D.O.A 14.09.2020

Hi I am still unable to view the video footage. Please try to resend again.

Regards,

Irene Tay
Executive
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

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: Monday, December 28, 2020 12:58 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM20D203396/C02/SLH1671Y/TAYHP & YOUR REF: SHD 9567G (TP : LKK REF - CC3/CTI20010006/Kds3) D.O.A 14.09.2020

Dear Irene

We refer to the above matter.

We have reviewed the case and received Insured's Police Investigation report that there are no substantive results to determine our insured driver is at fault.

Based on Third Party's video, we are not able to determine the liability. Therefore, we are of the view that our insured is not liable for the accident.

Please find attached video & Police Investigation report for your easy reference.

Kindly let us have your approval / instruction.

"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: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Wednesday, 23 September 2020 9:11 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Subject: RE: OUR REF: SNM20D203396/C02/SLH1671Y/TAYHP & YOUR REF: SHD 9567G (TP : LKK REF - CC3/CTI20010006/Kds3) D.O.A 14.09.2020

Dear Su Li,

Enclosed herewith our insured GIA REPORT as requested by you.

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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: Tuesday, September 22, 2020 6:23 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; suli@lkkauto.com; Admin A <admin-a@lkkauto.com>; JiaLe@lkkauto.com

Subject: OUR REF: SNM20D203396/C02/SLH1671Y/TAYHP & YOUR REF: SHD 9567G (TP : LKK REF - CC3/CTI20010006/Kds3) D.O.A 14.09.2020

Dear Irene,

Please assist on LKK Auto on D/S

Note: officer in charge –Irene Tay – 6389 6192

***** 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: 太平狮城 Taiping SG

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

Sent: Monday, September 21, 2020 3:39 PM

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 SLH 1671Y (OI : CTI - TBA) and SHD 9567G (TP : LKK REF - CC3/CTI20010006/Kds3) on 14/09/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHD 9567G at M/s TRANS-CAB AUTO 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**

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 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: 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)

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 1 February 2021 10:40 AM
To: Wai Yin Ng
Cc: Admin A; Claims
Subject: RE: TCS REF: AAD2009-074--Accident involving SLH1671Y (CTI) & SHD9567G on 14.09.20 -- CC3/CTI20010006/Kds3

WITHOUT PREJUDICE

Dear Wai Yin

We have reviewed the case and received our Insured's Police Investigation report that there are no substantive results to determine our insured driver is at fault.

Based on your client's video, we are also not able to determine the liability. Therefore, we are of the view that our insured is not liable for the accident.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter

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: Wai Yin Ng <waiyin.ng@transcab.com.sg>
Sent: Thursday, 5 November 2020 9:26 AM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims <claims@transcab.com.sg>
Subject: RE: TCS REF: AAD2009-074--Accident involving SLH1671Y (CTI) & SHD9567G on 14.09.20 -- CC3/CTI20010006/Kds3

Without prejudice

Dear Jia Le

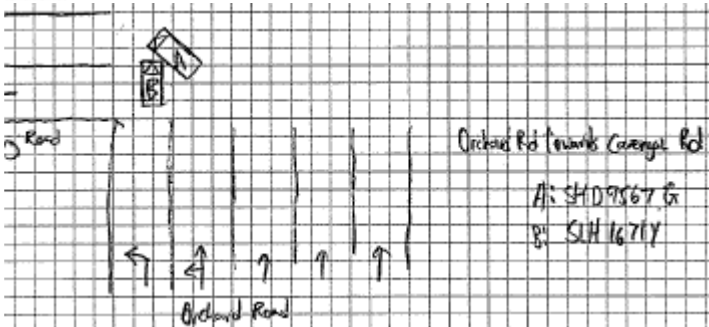
Enclose is video footage for your investigation.

Your client travelling straight on lane only allow for left turn and causing this accident.

Please advise your offering soon so that we can expedite and process the claims.

Brief Details.

ON THE STATED DATE, TIME AND LOCATION, I VEHICLE "A" SHD9567G WAS TRAVEING ON ORCHARD RD TURNING LEFT TOWARDS BUYONG ROAD ON THE 4TH LANE THAT IS ABLE TO GO STRAIGHT OR TURN LEFT. WHEN I WAS MAKING MY LEFT TURN TO THE MOST RIGHT LANE. ALL OF A SUDDEN VEHICLE "B" SLH1671Y WENT ON STRAIGHT WHEN VEHICLE "B"'S LANE IS ONLY ABLE TO MAKE A LEFT TURN AND THUS HE COLLIDED ONTO MY LEFT PORTION OF MY VEHICLE "A" THE IMPACT CAUSED ME TO SWERVED TO MY RIGHT. IT WAS LUCKY THAT I MANAGED TO STOPPED IN TIME. BUT VEHICLE "B" DID NOT STOPPED AFTER THE COLLISION. VEHICLE "B" SPEED OFF TOWARDS "CAVENAGH ROAD" . I DID NOT MANAGE TO KEEP UP WITH HIM.



Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg*

** Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Wednesday, 4 November, 2020 10:09 AM
To: Wai Yin Ng <waiyin.ng@transcab.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Claims <claims@transcab.com.sg>
Subject: RE: TCS REF: AAD2009-074--Accident involving SLH1671Y (CTI) & SHD9567G on 14.09.20

WITHOUT PREJUDICE

Dear Wai Yin,

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: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Su Li (LKK Auto)

Sent: Wednesday, 28 October 2020 3:35 PM

To: Wai Yin Ng; Jia Le (LKK Auto)

Cc: Admin A; Claims

Subject: FW: TCS REF: AAD2009-074--Accident involving SLH1671Y (CTI) & SHD9567G on 14.09.20

Without Prejudice

Dear Wai Yin,

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/CTI20010006/Kds3

** 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: Wai Yin Ng [<mailto:waiyin.ng@transcab.com.sg>]

Sent: Wednesday, 28 October 2020 1:23 PM

To: Admin A

Cc: Claims

Subject: TCS REF: AAD2009-074--Accident involving SLH1671Y (CTI) & SHD9567G on 14.09.20

Without prejudice

Dear Sir

We are making a claim against your client SLH 1671Y.

Enclosed is our LOD for your perusal and action.

Please advise your offering soon so that we can expedite and process the claims.

*Due to COVID-19 virus, all correspondence will be by way of email only. Please let me know if you need the original signature copy of the documents.

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

***** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg**

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764