

Asher Sng (LKKAUTO)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Saturday, 12 June 2021 11:01 AM
To: Su Li (LKK Auto); Claims Dept of CTI
Cc: Admin A; Asher Sng (LKKAUTO)
Subject: RE: Direct Settlement - Accident Involving SMR 4397E (OI : CTI - TBA) and SHC 7006C (TP : LKK REF - CC3/CTI20011486/Ees3) on 22/10/2020, ORef : SNM20D204077/C02

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Su LI

We have repudiated this case to our insured.

Please inform third party to direct their claim directly to our insured.

** 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

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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, November 16, 2020 10:26 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SMR 4397E (OI : CTI - TBA) and SHC 7006C (TP : LKK REF - CC3/CTI20011486/Ees3) on 22/10/2020, ORef : SNM20D204077/C02

Dear Pauline,

Insured accident report attached is wrong.

Please kindly check and resend us a correct copy of insured's GIA 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: 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: Pauline Tham [<mailto:pauline.tham@sg.cntaiping.com>]

Sent: Thursday, 29 October 2020 9:14 AM

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

Cc: Admin A; Asher Sng (LKKAuto)

Subject: RE: Direct Settlement - Accident Involving SMR 4397E (OI : CTI - TBA) and SHC 7006C (TP : LKK REF - CC3/CTI20011486/Ees3) on 22/10/2020, ORef : SNM20D204077/C02

[Confidential]

Dear Su Li

Insured accident report attached for your view.

Please obtain video footage from TP.

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Thanks.

Pauline Tham

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, October 28, 2020 2:11 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: Direct Settlement - Accident Involving SMR 4397E (OI : CTI - TBA) and SHC 7006C (TP : LKK REF - CC3/CTI20011486/Ees3) on 22/10/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 7006C 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 Asher.

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)

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Monday, 14 June 2021 4:21 PM
To: Catherine Koh Mui Gek
Cc: Aileen Tan Lee Noi
Subject: RE: Yr ref SMR4397E our taxi SHC7006C doa 22.10.20 - (video/scene photo attached, BOLA S27 applies)

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/Mdm,

We refer to the above matter.

Please be informed that our Principal had repudiated the claim due to our insured breach of policy terms and conditions.

Therefore, we will close the matter at our end.

Kindly redirect your client's claim to the owner of SMR 4397E.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Asher Sng (LKKAUTO)
Sent: Friday, 23 April 2021 4:51 PM
To: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Cc: Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: RE: Yr ref SMR4397E our taxi SHC7006C doa 22.10.20 - (video/scene photo attached, BOLA S27 applies)

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

We are still pending for our insured report from our principal, shall revert to you once our principal revert.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>

Sent: Friday, 16 April 2021 3:06 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Fw: Yr ref SMR4397E our taxi SHC7006C doa 22.10.20 - (video/scene photo attached, BOLA S27 applies)

Importance: High

Dear Asher

It's been > 5 months since evidences furnished. Kindly let us have your offer to settle urgently.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

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From: Catherine Koh Mui Gek

Sent: Monday, 9 November 2020 2:25 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Yr ref SMR4397E our taxi SHC7006C doa 22.10.20 - (video/scene photo attached, BOLA S27 applies)

Dear Asher

Attached video footage/scene photo for your review. Kindly let us have your offer to settle soonest.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843



Think Before Printing

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