

Vivian Lau (LKKAUTO)

From: Joel Goh <joel.goh@sg.cntaiping.com>
Sent: Tuesday, 2 January, 2018 10:26 AM
To: Vivian Lau (LKKAUTO)
Cc: Zayyer (LKKAUTO); Admin A; Shu Pei (LKKAUTO); Claims Dept of CTI; Alfred Toh
Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Dear Vivian

In view that there is no video footage nor scene photo and our insured has reported to the police that he was not involved in any accident, please proceed to reject third party claim on the basis that there was no accident.

Best Regards

Joel Goh
Claims Executive (Motor Division)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-02
Springleaf Tower Singapore 079909
Co. Reg. No. 200208384E
DID: 6389 6184
Fax: 6224 7175 / 6224 7478
Email: claimsdept@sg.cntaiping.com
joel.goh@sg.cntaiping.com
Website: www.sg.cntaiping.com

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From: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]
Sent: Tuesday, 2 January, 2018 10:04 AM
To: Joel Goh <joel.goh@sg.cntaiping.com>
Cc: Zayyer (LKKAUTO) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAUTO) <shupe@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Dear Joel,

We refer to the email below.

We had check with TP repairer, they do not have any scene photo or video footage

Kindly advice on your view/opinion/instruction for this claim

"Wishes you a Merry Christmas & Happy New Year 2018"

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Joel Goh [<mailto:joel.goh@sg.cntaiping.com>]

Sent: Wednesday, 27 December, 2017 2:43 PM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Cc: Zayyer (LKKAuto) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Dear Vivian

Our insured did not make any accident report.

Instead he lodged a police report claiming that he was not involved in any accident.

Please assist to obtain any scene photo or video footage from third party in order for us to forward to our insured.

Best Regards

Joel Goh

Claims Executive (Motor Division)

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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Springleaf Tower Singapore 079909

Co. Reg. No. 200208384E

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Email: claimsdept@sg.cntaiping.com

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From: Vivian Lau (LKKAuto) [<mailto:vivianlau@lkkauto.com>]

Sent: Monday, 4 December, 2017 4:14 PM

To: Joel Goh <joel.goh@sg.cntaiping.com>

Cc: Zayyer (LKKAuto) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

WITHOUT PREJUDICE

Dear Sir / Madam,

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Monday, 6 November, 2017 10:17 AM

To: Joel Goh <joel.goh@sg.cntaiping.com>

Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

WITHOUT PREJUDICE

Dear Sir / Madam,

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Joel Goh [<mailto:joel.goh@sg.cntaiping.com>]

Sent: Thursday, 5 October, 2017 1:04 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Dear Shu Pei

Our insured have yet to report till todote

Best Regards

Joel Goh
Claims Executive (Motor Division)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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Springleaf Tower Singapore 079909
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From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, 5 October, 2017 12:15 PM

To: Joel Goh <joel.goh@sg.cntaiping.com>; Jowyn Tay <jowyn.tay@sg.cntaiping.com>

Cc: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>; Zayyer (LKKAUTO) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

WITHOUT PREJUDICE

Dear Sir / Madam,

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please advice also whether we can proceed for direct settlement for this case.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Joel Goh [<mailto:joel.goh@sg.cntaiping.com>]

Sent: Tuesday, 5 September, 2017 10:29 AM

To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

Cc: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>; Zayyer (LKKAUTO) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Dear Shu Pei

Our insured have not reported the accident.
Please do not proceed with direct settlement at the moment.

Best Regards

Joel Goh
Claims Executive (Motor Division)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-02
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From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

Sent: Tuesday, 5 September, 2017 10:24 AM

To: Joel Goh <joel.goh@sg.cntaiping.com>

Cc: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>; Zayyer (LKKAUTO) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Dear Joel,

We refer to the below matter.

Please be informed that we had check with TP repairer that they do not have any video footage / photos.

Please advice also whether we can proceed for direct settlement for this case.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Joel Goh [<mailto:joel.goh@sg.cntaiping.com>]

Sent: Friday, 21 April, 2017 12:01 PM

To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

Cc: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>; Zayyer (LKKAUTO) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Without Prejudice

Dear Shu Pei

Attached please find a police report lodged by our insured.

Kindly assist to forward us any scene photo or video so that we can inform our insured accordingly.

Best Regards

Joel Goh
Claims Executive (Motor Division)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

Sent: Tuesday, 4 April, 2017 3:41 PM

To: Joel Goh

Cc: Vivian Lau (LKKAUTO); Zayyer (LKKAUTO); Admin A

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Dear Joel,

Contents noted.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Joel Goh [<mailto:joel.goh@sg.cntaiping.com>]

Sent: Tuesday, 4 April, 2017 3:27 PM

To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

Cc: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>; Zayyer (LKKAUTO) <zayyer@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJC1685H (OI : CTI - SNM17D01981C02/5) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

Without Prejudice

Dear Shu Pei

Our insured have yet to report the accident.
Attached letter mailed to our insured for your attention.

Best Regards

Joel Goh
Claims Executive (Motor Division)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, 3 April, 2017 3:56 PM
To: Claims Dept of CTI
Cc: Jowyn Tay; Joel Goh; Vivian Lau (LKKAUTO); Zayyer (LKKAUTO); Admin A
Subject: Direct Settlement - Accident Involving SJC1685H (OI : CTI - TBA) and SHD899H (TP : LKK REF - CC3/CTI17006468/Kwb3) on 29.03.2017

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SHD 899H at M/s Trans-cab Auto Services Pte Ltd - Ang Mo Kio.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP GIA report

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 Vivian and she can be contacted at DID: 6841 8625.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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