

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>

Sent: Thursday, 8 April, 2021 5:25 PM

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

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>; Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

Subject: OUR REF:BUS/12/20/7019(CHINA TAIPING) - ACCIDENT ON 16/12/20 INVOLVING SMB1350T AND YL3541B ALONG Beach Rd – aft BS: 01629 (Shaw Twrs)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1350T. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,050.00
Loss of Use	\$550.00 (2 days x \$275.00)
LTA search fee	\$7.00
Total	\$1,607.00

We enclose the following documents,

- 1) Repair Invoice
- 2) GIA report
- 3) LTA Search Fee

AUTHORIZATION TO ACT

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 1350T** (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 **SMB 1350T** that was damaged pursuant to the accident which occurred on **16/12/2020** (date) along **BEACH ROAD** (location) involving vehicle no/s **YL 3541B** ("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 BUSES 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 08 (day) of October (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 : DMCVSNA00013722017

Claim No : SNM20D204977/LKKDS

Claimant : SMRT BUSES LTD

Amount : S\$ 1,469.50

SINGAPORE DOLLARS ONE THOUSAND FOUR HUNDRED SIXTY NINE AND
CENTS FIFTY 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. : SMB 1350T

Insured Vehicle No. : YL 3541B

Date of Loss : 16/12/2020

Place of Accident : ALONG BEACH 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 : TAI YANG FORWARDERS

Driver Name : LOH CHIA SOON

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\$	1,050.00
(3) Loss of Use/ Rental/Earning	S\$	412.50
(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\$ 1,469.50

Claimant Name : SMRT BUSES LTD

NRIC No : 198202292D

Signature :



Date :

30/4/21



Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



SMRT Automotive Services Pte Ltd
2 Tanjong Katong Road, Tower 3, Paya
Lebar Quarter, #08-01, Singapore 437161
Tel: 65 69083530 Fax: 65 69083592

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV210300268
Date : 16.03.2021
Vehicle No. : SMB1350T
Your Ref No. : BUS/12/20/7019
Our Ref No. : 24109227
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 1,050.00

GRAND TOTAL \$ 1,050.00

Remark :

Make/Model : MAN A22
Accident Date : 16.12.2020

Payment Instructions

By Cheque: Crossed and made payable to "SMRT Automotive Services Pte Ltd" with invoice no. indicated on the reverse side. No receipt will be issued unless requested.

By Bank Transfer:

Account Name : SMRT Automotive Services Pte Ltd
Bank Name : DBS Bank Ltd - SGD
Bank Account No.: 018-008617-4
Swift Code : DBSSSGSG

Koo Yew Chung

Koo Yew Chung (Mar 17, 2021 15:26 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

Enquire Transaction History

Transaction History Details

Log Date/Time:	18 Dec 2020 / 14:35:42		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	YL3541B		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20201218143542622466

Search Date / Time: 16 Dec 2020 12:10:00
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: Thursday, 25 March 2021 12:06 PM
To: TAIYANGSG@YAHOO.COM.SG
Cc: Admin A
Subject: ACCIDENT INVOLVING YL 3541B & SMB 1350T ALONG/AT BEACH ROAD ON 16/12/2020

Our Ref: CC3/CTI20014271/Qra3

TAI YANG FORWARDERS – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING YL 3541B & SMB 1350T ALONG/AT BEACH ROAD ON 16/12/2020

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 SMB 1350T against your motor insurance policy.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

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 01/04/2021, 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)*

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)

RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

Adeline Chng <adeline.chng@sg.cntaiping.com>

Tue 9/14/2021 10:44 AM

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

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

Without Prejudice, Save as to Costs

Dear Jaslin

Please maintain offer at \$1,469.50 (all-in).

We have already offer higher benchmark for LOU.

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.

Adeline Chng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | 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: Monday, 13 September 2021 9:01 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: Re: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

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you recognize the sender and know the content is safe.

Dear Adeline

Workshop counter proposed to settle at global sum \$1,500.00.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Wednesday, July 21, 2021 4:20 PM

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

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

Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Without Prejudice

Dear jaslin

We refer to the above matter.

Please proceed to resolve claim at \$1,469.50 (all-in).

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. . Any inconvenience caused is much regretted.

Thank you.

Adeline Chng
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6155 | 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: Tuesday, 13 July 2021 4:04 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>
Subject: Re: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

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 Adeline,

Workshop reject to settle at equal liability and have provided us front video footage.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Wednesday, June 9, 2021 2:14 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B

(OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3)
on 16/12/2020

[Strictly Confidential]

Dear Jaslin

I have called you twice but you are not available.

Or can you let me know what time is best to call you?

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Thank you.

Adeline Chng

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6225 5879

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

Sent: Wednesday, 9 June 2021 1:38 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

Subject: Re: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

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Dear Adeline

Tried calling you but to no avail.

Kindly call us back @ 92307081.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Tuesday, June 8, 2021 11:49 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: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Without Prejudice

Dear Jaslin

We refer to the above matter.

We have sighted the video footage but of the view that the video footage is inconclusive. It didn't show how did the collision happen.

Furthermore, it seems like third party encroached the lane and our insured moving in own lane.

Please return call to discuss further on this matter.

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Thank you.

Adeline Chng

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>**Sent:** Thursday, 3 June 2021 6:06 PM**To:** Adeline Chng <adeline.chng@sg.cntaiping.com>**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>**Subject:** Re: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

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Dear Adeline

TP workshop have given us video.

Kindly let us have your instructions to proceed with 100%.

We will then seek mandate again.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>**Sent:** Thursday, May 6, 2021 8:53 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: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Without Prejudice

Dear Jaslin

Please proceed to resolve the claim at **\$ 738.25 (all-in)**.

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Thank you.

Adeline Chng

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6225 5879

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

Sent: Wednesday, 21 April 2021 9:44 AM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

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Dear Sirs/ Madam,

ACCIDENT INVOLVING YL3541B (CTI) AND SMB1350T (TP) ON 16/12/2020

We refer to the above matter.

We seek your approval to offer repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at **\$ 738.25 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 1,161.33	\$ 1,050.00
2. Loss of Use (2 days x \$275.00)	\$ 550.00	\$ 412.50 (1.5 days x \$275.00)
@ 50%	\$ 855.67	\$ 731.25
3. LTA / GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 862.67	<u>\$ 738.25</u>

Surveyor recommended 0.5 days for repair + 1 PRS = 1.5 Days

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Wednesday, 14 April 2021 12:34 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: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Without Prejudice

Dear Jaslin

As without further evidence, we agreed to resolve the case at equal liability.

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Thank you.

Adeline Chng

Executive

Claims Department

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

Sent: Thursday, 8 April 2021 5:29 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

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Dear Adeline

We have wrote to insured 25/03/2021.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Thursday, 25 March 2021 4:45 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: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Without Prejudice

Dear Jaslin

Have your side spoke to insured already?

Any PIR?

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Thank you.

Adeline Chng

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | 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: Thursday, 25 March 2021 12:09 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

Dear Adeline

Please be informed that TP do not have any video footage to provide.

In view of conflicting version of both parties report, we suggest to resolve the case at equal liability.

Please let us have your approval / 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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Wednesday, 6 January 2021 9:43 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: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Dear Jaslin

noted

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. Any inconvenience caused is much regretted.

Thank you.

Adeline Chng

Executive

Claims Department

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

Sent: Wednesday, 6 January 2021 9:11 AM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

Dear Adeline

It was a wrong email sent.

Have recall the email previously.

Sorry for any inconvenience caused.

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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Tuesday, 5 January 2021 6:04 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: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Without Prejudice

Dear Jaslin

Please confirmed whether the video footage that submitted by you is meant for this claim? The video footage showed accident with taxi and not bus.

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Thank you.

Adeline Chng

Executive

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

Sent: Tuesday, 29 December 2020 12:32 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

Dear Adeline

We have Third Party's video showing that our insured driver was travelling along his lane, and TP trying to turn into minor road.

we are of the view that our insured is not liable for the accident.

Please let us have your approval / instructions.

"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: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: Wednesday, 23 December 2020 3:51 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - SNM20D204977/C02/YL3541B/CHNGPW) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

[Strictly Confidential]

Without Prejudice

Dear Jaslin

Attached herewith our insured SAS report for your perusal.

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Thank you.

Adeline Chng

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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

Sent: Wednesday, 23 December 2020 2:20 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Adeline Chng <adeline.chng@sg.cntaiping.com>

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

Subject: O/R: SNM20D204977/C02/YL3541B/CHNGPW / FW: Direct Settlement - Accident Involving YL3541B (OI : CTI - TBA) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

Dear all,

Please note that officer in charge for this case is Adeline Chng.

Claim no. SNM20D204977/C02/YL3541B/CHNGPW.

Dear Adeline,

Pls revert LKK.

NOTICE :

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Thank you

Chong Boon Sen

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:** Tuesday, 22 December 2020 2:45 PM**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>**Cc:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Subject:** Direct Settlement - Accident Involving YL3541B (OI : CTI - TBA) and SMB1350T (TP : LKK REF - CC3/CTI20014271/Qra3) on 16/12/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMB 1350T at M/s SMRT Automotive Services Pte Ltd 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 and claim ref for our necessary action.

Kindly take note that the case handler in-charge is Jaslin.

To check availability of the case handler , you may contact the undersigned.

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

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)