

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 31 May 2023 3:37 PM
To: Cecilia Lee
Cc: Admin A
Subject: RE: Surveyor Report / Yr Ref:SNM20D205213/C02/SMU6931J / OUR REF:CC6/CTI20014747/Ara3q2 / DOAI16.12.2020
Attachments: EMAIL TO OI DD.pdf

Dear Cecilia,

Kindly refer to the attached email to insured for your necessary action. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: EzLyna (LKKAuto) <ezlyna@lkkauto.com>
Sent: Tuesday, May 23, 2023 11:28 AM
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Surveyor Report / Yr Ref:SNM20D205213/C02/SMU6931J / OUR REF:CC6/CTI20014747/Ara3q2 / DOAI16.12.2020

Dear Cecilia,

We refer to the above matter and our previous tele conversation.

Please find enclosed herewith a copy of : (1) Surveyor Report & Photos & (2) Letter to Insured.

Thank you.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

Hsiao Tong (LKKAUTO)

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, 16 May 2023 1:53 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Claims Dept of CTI
Subject: RE: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Importance: High

[Confidential]

Hi Hsiao Tong

Our earlier conversation refers.

Please forward us the said email to insured and survey report on URGENT basis.

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee
Sent: Monday, April 17, 2023 3:37 PM
To: 'Hsiao Tong (LKKAUTO)' <chewht@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020
Importance: High

Hi Hsiao Tong

Please update DS status as we received LOD from the solicitor.

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee
Sent: Monday, January 9, 2023 9:14 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: 'Admin A' <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Hi Hsiao Tong

Please advise DS status.

Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

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From: Cecilia Lee Peng Geok

Sent: Monday, 10 January 2022 2:28 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: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Hi Jaslin

Please update case status.

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 correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Lee

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6224 7175

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

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From: Pauline Tham

Sent: Sunday, 30 May 2021 10:47 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: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Hi Jaslin

Please liaise with insured again to inform him that there are scratches on third party vehicle.

Base in insured accident reporting photographs, there seems to be damages at the front but not sure if related to accident.

Please check with insured.

Please keep us updated on the matter

Thanks.

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

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

Sent: Friday, May 28, 2021 2:39 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: RE: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) 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 Pauline

We refer to the above matter.

OI reported that there is no contact between 2 vehicles.

Our surveyor have inspected TP'S vehicle and found damages on the rear area, that may be related to this incident.

We are therefore of the opinion that there may have been contact between both vehicles.

We have contacted insured 05/04/2021. No updates till date.

Kindly let us have your instructions to proceed.

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: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Monday, 5 April 2021 5:27 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: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

[Confidential]

Dear Jaslin

Insured report attached.

**** 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. 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

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, March 26, 2021 10:02 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Dear Pauline

Kindly let us have insured report if insured have reported.

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: Friday, 29 January 2021 11:32 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Dear Pauline

Kindly let us have insured report if insured have reported.

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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, December 31, 2020 9:44 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM20D205213/C02/SMU6931J/THAMYL / FW: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Dear all,

Please note that officer in charge for this case is Pauline Tham.

Claim no. SNM20D205213/C02/SMU6931J/THAMYL.

Dear Pauline,

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:** 太平獅城 Taiping SG

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 30 December 2020 5:06 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: Direct Settlement - Accident Involving SMU6931J (OI : CTI - TBA) AND SJP8037P (TP : LKK REF - CC6/CTI20014747/Ara3) on 16/12/2020

Dear Sir/ Madam,

We refer to the above matter.

We have received a new assignment from M/s New Hock Teck Motor Pte Ltd - Kaki Bukit and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Meanwhile, kindly let us have your claim ref and a copy of insured's GIA report for our necessary action.

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

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

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)

"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."

Hsiao Tong (LKKAuto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 31 May 2021 12:16 PM
To: chrislee.uboaat@gmail.com
Cc: Admin A
Subject: Re: ACCIDENT INVOLVING SMU 6931J & SJP 8037P ALONG/AT PASIR RIS TWDS TPE ON 16/12/2020

Dear Sir/Madam,

We would like to inform that, Our surveyor has inspected TP'S vehicle and found damages on the rear area, which is consistent with the accident.

We also notice that there are damages at the front of your car, in your accident reporting photographs. We are therefore of the opinion that there may have been contact between both vehicles.

Do let us 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 07/06/2021, 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.

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)

From: Jaslin Kok (LKK Auto)
Sent: Monday, April 5, 2021 5:39 PM
To: chrislee.uboaat@gmail.com <chrislee.uboaat@gmail.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: ACCIDENT INVOLVING SMU 6931J & SJP 8037P ALONG/AT PASIR RIS TWDS TPE ON 16/12/2020
CC6/CTI20014747/Ara3q2

LEE WEI NENG – BY EMAIL ONLY

[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SMU 6931J & SJP 8037P ALONG/AT PASIR RIS TWDS TPE 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 SJP 8037P 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 12/04/2021, 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)