

RE: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Tue 7/27/2021 2:52 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Dear Su Li,

We refer to your email below.

Our insured still has not reported the accident despite our reminder letter and traffic police letter.

We are in the midst of repudiating policy liability and will advise you once completed.

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](tel:62247175). Any inconvenience caused is much regretted.

Regards

Tan Kah Leong

Assistant Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6193 | F: (65) 6222 7175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/

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

Sent: Tuesday, July 27, 2021 9:55 AM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: Re: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

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Dear Kah Leong,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Monday, May 31, 2021 2:58 PM

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

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

Subject: RE: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

Dear Jaslin,

We refer to your email below.

Our insured still has not reported the accident to us.

Thank you.

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Regards

Tan Kah Leong
Assistant 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: Saturday, May 29, 2021 12:00 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

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

Subject: Re: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

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Dear Kah Leong,

We refer to the above matter.

Kindly advise 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,

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)

Sent: Tuesday, May 4, 2021 9:11 AM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

Dear Kah Leong,

We refer to the above matter.

Kindly advise 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,

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: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Wednesday, 14 April 2021 9:21 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

Dear Su Li,

We refer to your email below.

Our insured has not reported the accident yet.

We will remind our insured again.

Thank you.

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Regards

Tan Kah Leong

Assistant Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6193 | F: (65) 6222 7175

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

Sent: Tuesday, April 13, 2021 7:07 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: Re: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

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Dear Kah Leong,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Monday, March 1, 2021 11:51 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: RE: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

Without Prejudice

Dear Su Li,

We refer to your email below.

Our insured has yet to report the accident to us.

We will inform our insured to report the accident asap.

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.

Regards

Tan Kah Leong

Assistant Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6193 | F: (65) 6222 7175

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

Sent: Thursday, February 25, 2021 1:24 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

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

Subject: O/R: SNM21D201092/C02/SDS8140D/TANKL / FW: Direct Settlement - Accident Involving SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

Dear Sir,

Please note that officer in charge for this case is Tan Kah Leong.

Claim no. SNM21D201092/C02/SDS8140D/TANKL.

Dear Kah Leong,

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

Sent: Wednesday, 24 February 2021 11:02 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 SDS 8140D (OI : CTI - TBA) and SHA 2227A (TP : LKK REF - CC3/CTI21002593/Nrs3) on 16/02/2021

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHA 2227A 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 Jaslin.

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

Re: ACKNOWLEDGEMENT OF LODs - TP CLAIMING AGAINST CTI - our taxi SHA2227A doa 16.2.21 - (videos/scene photo attached, BOLA S27 applies)

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

Tue 9/21/2021 1:18 PM

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

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

WITHOUT PREJUDICE

Dear Catherine

Please be inform that our principal repudiated the case.

Please direct the claim to our insured for handling.

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)

Sent: Tuesday, May 4, 2021 8:53 AM

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

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

Subject: RE: ACKNOWLEDGEMENT OF LODs - TP CLAIMING AGAINST CTI - our taxi SHA2227A doa 16.2.21 - (videos/scene photo attached, BOLA S27 applies)

WITHOUT PREJUDICE

Dear Catherine

Kindly provide us longer version video as the video provided did not show any impact.

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

Sent: Monday, 19 April 2021 9:10 AM

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

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

Subject: Re: ACKNOWLEDGEMENT OF LODs - TP CLAIMING AGAINST CTI - our taxi SHA2227A doa 16.2.21 - (videos/scene photo attached, BOLA S27 applies)

Dear Jaslin

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

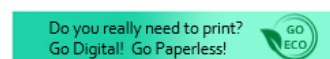
Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843



From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 13 April 2021 6:52 PM

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

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

Subject: ACKNOWLEDGEMENT OF LODs - TP CLAIMING AGAINST CTI

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Dear Sir / Madam,

We acknowledge receipt of your LODs for the following case: -

NO	TAXI NO.	OI's NO.	Our reference	DOA	Case Handler / Investigator	Remarks
1	SHA 2227A	SDS 8140D	CC3/CTI21002593/Nrs3	16/2/2021	JASLIN	Pending OI GIA
2	SHD 4323B	XD 3345E	CC3/CTI21002957/T1es3	1/3/2021	ASHER	OI's sketch plan attached
3	SHC 360A	GBF 4061S	CC3/CTI21002956/T1rs3q2	28/2/2021	JASLIN	Pending OI GIA

Our respective case handler will look into the matter and get back to you in due course.

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)

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]