

Veron Chen (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Tuesday, 14 September 2021 5:50 PM
To: 'Adeline Chng'; assignments
Cc: 'Claims Dept of CTI'; SUR
Subject: RE: OUR REF: SNM21D201821/C02/YQ2540J/CHNGPW & YOUR REF: BK.20364.21.P.SG, Acc Inv: YP 9159 L & YQ 2540 J

Dear Adeline,

Thank you for the email.

Dear Veron,

FYNA. Please assist. Your ref : CS3/CTI21004225/T1vf3n2

Best Regards,

Yan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Tuesday, 14 September, 2021 5:16 PM
To: 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; bonnie kwok <litigation@bonniekwok.com>
Subject: RE: OUR REF: SNM21D201821/C02/YQ2540J/CHNGPW & YOUR REF: BK.20364.21.P.SG, Acc Inv: YP 9159 L & YQ 2540 J
Importance: High

Without Prejudice, Save as to Costs

Dear LKK

Please note on below email and proceed to arrange height measurement for our insured vehicle and third party vehicle.

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: 太平獅城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: bonnie kwok <litigation@bonniekwok.com>

Sent: Tuesday, 14 September 2021 4:47 PM

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

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

Subject: Re: OUR REF: SNM21D201821/C02/YQ2540J/CHNGPW & YOUR REF: BK.20364.21.P.SG, Acc Inv: YP 9159 L & YQ 2540 J

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,

We refer to your email dated 6 September 2021.

Kindly have your surveyor attend at 15 Pioneer Walks Singapore 627753 on 22 September 2021 at 1.00 p.m. to 2.00 p.m. for the re-survey of our client's vehicle. You may contact Mr Steven at 97308695.

Kindly ensure that your surveyor attends punctually.

Please let us have your offer of settlement as soon as possible.

Regards,
June

On Fri, 10 Sept 2021 at 14:51, bonnie kwok <litigation@bonniekwok.com> wrote:

Dear Adeline,

We refer to your email dated 6 September 2021.

Yes, We have informed our client to arrange the re-inspections.

As our client's vehicle is a commercial vehicle, it will take some time to arrange.

We will revert.

Regards,
June



Virus-free. www.avg.com

On Mon, 6 Sept 2021 at 17:44, Adeline Chng <adeline.chng@sg.cntaiping.com> wrote:

Without Prejudice, Save as to Costs

Dear June

We refer to our email of 30/08/2021.

Any update on the our proposal of using LKK to do height measurement?

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:** 太平獅城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Adeline Chng

Sent: Monday, 30 August 2021 5:44 PM

To: bonnie kwok <litigation@bonniekwok.com>

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

Subject: RE: OUR REF: SNM21D201821/C02/YQ2540J/CHNGPW & YOUR REF: [BK.20364.21.P.SG](#), YP9159L, TPP LOD
ACKNOWLEDGEMENT

Without Prejudice, Save as to Costs

Dear June

We proposed to use back LKK as survey was done by LKK earlier.

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:** 太平獅城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: bonnie kwok <litigation@bonniekwok.com>

Sent: Monday, 30 August 2021 4:51 PM

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

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

Subject: Re: OUR REF: SNM21D201821/C02/YQ2540J/CHNGPW & YOUR REF: [BK.20364.21.P.SG](#), YP9159L, TPP LOD
ACKNOWLEDGEMENT

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,

We refer to your email dated 25 August 2021.

We will advise our client to agree to the height measurement.

Please let us have 2 proposed surveyors and we will take our client's instructions.

Regards,

June



Virus-free. www.avg.com

On Wed, 25 Aug 2021 at 17:29, Adeline Chng <adeline.chng@sg.cntaiping.com> wrote:

[Confidential]

Without Prejudice, Save as to Costs

Dear June

Part 2 - video footage (front view)

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:** 太平獅城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Adeline Chng

Sent: Wednesday, 25 August 2021 5:29 PM

To: 'litigation@bonniekwok.com' <litigation@bonniekwok.com>

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

Subject: RE: OUR REF: SNM21D201821/C02/YQ2540J/CHNGPW & YOUR REF: [BK. 20364. 21. P. SG](#), YP9159L, TPP LOD ACKNOWLEDGEMENT

Without Prejudice, Save as to Costs

Dear June

We refer to our telephone conversation awhile ago.

Attached herewith our insured' s video footage for your perusal. (part 1)

Our insured has reported that no collision and no damage on his vehicle.

Based on our insured rear' s video footage, it was clearly seen that there was no damage to your client' s vehicle after our insured moved forward although our insured vehicle was quite close to your client' s vehicle.

Did your client has any further evidence? The CCTV footage that submitted to us doesn' t even see any impact/jerk/shake on your client' s vehicle.

Furthermore, it was clearly seen that there were people working as usual behind your client's vehicle and didn't hear any of the collision.

If there isn't any further evidence available, can we propose to arrange for height measurement?

Meanwhile, please hold hands while in negotiation.

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Claims Dept of CTI

Sent: Friday, 2 July 2021 3:27 PM

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

Subject: OUR REF: SNM21D201821/C02/YQ2540J/CHNGPW & YOUR REF: [BK. 20364. 21. P. SG](#),
YP9159L, TPP LOD ACKNOWLEDGEMENT

PREJUDICE

WITHOUT

via EMAIL ONLY

Dear Sir / Madam

We acknowledge receiving letter of demand dated 25th June 2021 with enclosures on 25th June 2021.

Please be assured that your claim is receiving our attention. We will contact you should we require additional information or other documents relating to the claim.

Kindly take note that this acknowledgement should not be construed as an admission of liability.

Please contact our claims department **Adeline Chng 6389 6155** the officer in charge or **6389 6116** should you require our assistance or clarification.

Kindly quote our claim reference number when replying.

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

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: bonnie kwok <litigation@bonniekwok.com>

Sent: Friday, June 25, 2021 2:50 PM

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

Subject: Letter of Demand "Our Ref BK.20364.21.P; Client SG Sagawa Ameriod Pte Ltd; Accident Involving YP 9159 L & YQ 2540 J on 20 March 2021"

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.

Your Ref: YQ 2540 J

Our Ref: [BK.20364.21.P.sg](#)

(Please quote our reference when replying)

25 June 2021

M/s China Taiping Insurance (Singapore) Pte. Ltd.

by E-mail

No. 3 Anson Road

#16-00 Springleaf Tower

Singapore 079909

Dear Sirs

ACCIDENT INVOLVING YP 9159 L & YQ 2540 J ON 20 MARCH 2021

We act for M/s SG Sagawa Ameriod Pte Ltd, the owner of vehicle no. YP 9159 L in the above matter.

We are instructed that on the 20 March 2021, your insured driving vehicle no. YQ 2540 J had negligently collided into our client's said vehicle.

We are instructed that as a result of the said collision, our client has suffered loss and damage as follows: -

i.	Cost of Repairs	-\$	2,650.00
ii.	Loss of Use (5days x \$180.00)	-\$	900.00
iii.	Survey Report fees	-\$	419.00
iv.	LTA search fees	-\$	8.00

v.	GIA search fees	-\$	29.00
vi.	Transport, Postage, Xerox and other incidental	-\$	53.50
vii.	Costs	-\$	<u>1,070.00</u>
	Total	\$	<u>5,129.50</u>

We enclose herewith a copy of the LTA search result, GIA report of our client and your insured, survey report and invoice, repair bill, the certificate of insurance, vehicle registration card and 19 original photographs for your attention.

Kindly note that under the NIMA protocol, all requests for resurvey are required to be made during the protocol period in eight (8) weeks from receipt of this letter.

Kindly revert whether liability is admitted.

Yours faithfully

BONNIE KWOK

Enc. (by hand)

c.c. Client; and

Ihub Solutions Pte Ltd

BONNIE KWOK LLC

Advocates & Solicitors

101A Upper Cross Street

#08-12 People's Park Centre

Singapore 058358

TEL: 6536 6026

FAX: 6536 2279

email : litigation@bonniekwok.com

GST Reg. No. : 201203547Z

We do not accept service of documents by facsimile or email. Our business hours are from Mondays to Fridays from 8.45 a.m. to 5.45 p.m. and we are closed on Saturday, Sundays and Public Holidays.

-- Email Disclaimer --

This message contains information that may be privileged and confidential. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please delete it from your system and notify the sender. You are advised to carry out your own checks on this message for computer viruses and other defects. Please note that we disclaim liability for any loss or damage caused by computer viruses and/or other defects.

BONNIE KWOK LLC

Advocates & Solicitors

101A Upper Cross Street

#08-12 People's Park Centre

Singapore 058358

TEL: 6536 6026

FAX: 6536 2279

email : litigation@bonniekwok.com

GST Reg. No. : 201203547Z

We do not accept service of documents by facsimile or email. Our business hours are from Mondays to Fridays from 8.45 a.m. to 5.45 p.m. and we are closed on Saturday, Sundays and Public Holidays.

-- Email Disclaimer --

This message contains information that may be privileged and confidential. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please delete it from your system and notify the sender. You are advised to carry out your own checks on this message for computer viruses and other defects. Please note that we disclaim liability for any loss or damage caused by computer viruses and/or other defects.



Virus-free. www.avg.com

--

BONNIE KWOK LLC

Advocates & Solicitors
101A Upper Cross Street
#08-12 People's Park Centre
Singapore 058358
TEL: 6536 6026
FAX: 6536 2279
email : litigation@bonniekwok.com
GST Reg. No. : 201203547Z

We do not accept service of documents by facsimile or email. Our business hours are from Mondays to Fridays from 8.45 a.m. to 5.45 p.m. and we are closed on Saturday, Sundays and Public Holidays.

-- Email Disclaimer --

This message contains information that may be privileged and confidential. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please delete it from your system and notify the sender. You are advised to carry out your own checks on this message for computer viruses and other defects. Please note that we disclaim liability for any loss or damage caused by computer viruses and/or other defects.

BONNIE KWOK LLC

Advocates & Solicitors
101A Upper Cross Street
#08-12 People's Park Centre
Singapore 058358
TEL: 6536 6026
FAX: 6536 2279
email : litigation@bonniekwok.com
GST Reg. No. : 201203547Z

We do not accept service of documents by facsimile or email. Our business hours are from Mondays to Fridays from 8.45 a.m. to 5.45 p.m. and we are closed on Saturday, Sundays and Public Holidays.

-- Email Disclaimer --

This message contains information that may be privileged and confidential. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please delete it from your system and notify the sender. You are advised to carry out your own checks on this message for computer viruses and other defects. Please note that we disclaim liability for any loss or damage caused by computer viruses and/or other defects.