

## Veron Chen (LKKAUTO)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Friday, 7 May 2021 10:54 AM  
**To:** Veron Chen (LKKAUTO); AutoInsure; wskoh@vfixauto.com.sg; assignments  
**Cc:** Claims Dept of CTI; Alfred Toh; AutoInsure Jason Heng; Chee So Chow; Pauline Tham  
**Subject:** OWN DAMAGE CLAIM - SLP4890U - SNM21D201674/C01/SLP4890U/TOHHS  
**Attachments:** REPORT OF SLP4890U.pdf; POLICY SCHEDULE OF SLP4890U.pdf

**CLAIM NO: SNM21D201674/C01/SLP4890U/TOHHS – OD CLAIM**

**M/S AUTO INSURE PTE LTD/LKK AUTO CONSULTANTS PTE LTD**

Dear Sirs

We refer to to the Own Damage (OD) claim pertaining to SLP4890U.

Please be advised that the Section 1 Excess applicable for the claim should read as \$3,000.00 (\$1,500.00 x 2) as the driver's driving experience is less than 24 months. (passed on 26 December 2020).

Our sincere apologies for any inconvenience caused due to the confusion.

### **NOTICE :**

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**Best Regards**

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: 65 6389 6183  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG

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**From:** Alfred Toh  
**Sent:** Thursday, March 25, 2021 3:10 PM  
**To:** Tok Wei Jie <tokwj@vfixauto.com.sg>; wskoh@vfixauto.com.sg  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>  
**Subject:** RE: Accident involving SLP4890U, SMT5660C and SKD3646R (ACCIDENT REPORTING ON NEW ACCIDENT) - SNM21D201674/C02/SLP4890U/TOHHS

**CLAIM NO: SNM21D201674/C02/SLP4890U/TOHHS**

Dear Mr Tok

We refer to the above matter.

Attach herewith the SAS report of SLP4890U for your attention.

Please note that there is incoming claim from SKD3646R represented by M/s Toh Ah Swee Painting Co. against MS VFIX RENTAL PTE LTD's motor insurance policy.

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[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平狮城 TaipingSG

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**From:** Alfred Toh  
**Sent:** Wednesday, March 24, 2021 5:01 PM  
**To:** Tok Wei Jie <[tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)>; [wskoh@vfixauto.com.sg](mailto:wskoh@vfixauto.com.sg)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: Accident involving SLP4890U, SMT5660C and SKD3646R (ACCIDENT REPORTING ON NEW ACCIDENT)

Dear Mr Tok

Attach herewith the List of China TaiPing Insurance's Authorized Workshop for your attention and further assistance.

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**Best Regards**

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Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
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Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平狮城 TaipingSG

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**From:** Tok Wei Jie <[tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)>  
**Sent:** Wednesday, March 24, 2021 4:37 PM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; [wskoh@vfixauto.com.sg](mailto:wskoh@vfixauto.com.sg)  
**Subject:** RE: Accident involving SLP4890U, SMT5660C and SKD3646R (ACCIDENT REPORTING ON NEW ACCIDENT)

Hi Alfred,

Understand on the message below. Please tow the vehicle to authorised workshop at this location: 7 Penjuru Close Level 1, Singapore 608779.



Remark: W.e.f 29<sup>TH</sup> MARCH 2021, our office has been relocated to 7 Penjuru Close Level 1, Singapore 608779. Please update your record with the following: Company contact number - 6455 2957 ; Company general email - [contact@vfixauto.com.sg](mailto:contact@vfixauto.com.sg)

Thank you.

Best regards,

Tok Wei Jie

Claim Administrator Cum Purchaser

Vfix Auto Pte Ltd | Vfix Rental Pte Ltd

26 Chia Ping Road Singapore 619977

Contact: 6455 2957 | E: [tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Wednesday, 24 March 2021 3:58 PM  
**To:** Tok Wei Jie <[tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; [cjassurancepl@gmail.com](mailto:cjassurancepl@gmail.com)  
**Subject:** RE: Accident involving SLP4890U, SMT5660C and SKD3646R (ACCIDENT REPORTING ON NEW ACCIDENT)

Dear Mr Tok

We refer to your email pertaining to the above matter.

Regret to advise that we are unable to allow the Own Damage (OD) claim of Insured vehicle (under M/s Vfix Rental Pte Ltd) to be repaired by M/s Vfix Auto Pte Ltd.

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Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG

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**From:** Tok Wei Jie <[tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)>  
**Sent:** Wednesday, March 24, 2021 3:30 PM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: Accident involving SLP4890U, SMT5660C and SKD3646R (ACCIDENT REPORTING ON NEW ACCIDENT)

Hi Alfred,

Thank you for your email.

Vehicle SLP4890U is under VIFX rental, hence we are the owner for this vehicle. Can we have the exceptional to repair this vehicle? Please advise on this.



Remark: W.e.f 29<sup>TH</sup> MARCH 2021, our office has been relocated to 7 Penjuru Close Level 1, Singapore 608779. Please update your record with the following: Company contact number - 6455 2957 ; Company general email - [contact@vfixauto.com.sg](mailto:contact@vfixauto.com.sg)

Thank you.

Best regards,  
Tok Wei Jie  
Claim Administrator Cum Purchaser  
Vfix Auto Pte Ltd | Vfix Rental Pte Ltd  
26 Chia Ping Road Singapore 619977  
Contact: 6455 2957 | E: [tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)

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**Sent:** Wednesday, 24 March 2021 3:10 PM  
**To:** Tok Wei Jie <[tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)>; [sooleongkeat@goldbell.com.sg](mailto:sooleongkeat@goldbell.com.sg); Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: Accident involving SLP4890U, SMT5660C and SKD3646R (ACCIDENT REPORTING ON NEW ACCIDENT)

**M/S GOLDBELL ENGINEERING PTE LTD**  
**ATTN: MR SOO LEONG KEAR (JUNIOR)**

Dear Mr Junior Soo

We refer to our telephone conversation a while ago pertaining to [Accident Reporting on SLP4890U](#).

**As advised by Mr Tok Wei Jie of M/s Vfix Auto Pte Ltd., Insured vehicle could not be driven.**

Please assist to file the Accident Reporting of Insured vehicle with the photos provided by M/s Vfix Auto Pte Ltd as exceptional case.

Aside to Mr Tok of M/s Vfix Auto Pte Ltd., please note that Own Damage (OD) claim of SLP4890U in the name of M/s Vfix Rental Pte Ltd shall be required to be done at China Tai Ping Insurance's Authorized Workshop (AutoSafe Policy)

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[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Tok Wei Jie <[tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)>  
**Sent:** Wednesday, March 24, 2021 2:52 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: Accident involving SLP4890U, SMT5660C and SKD3646R

Hi Alfred,

The person in charge for Goldbell Engineering Junior Soo.

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Thank you.

Best regards,



**Tok Wei Jie**  
Claim Administrator Cum Purchaser  
Vfix Auto Pte Ltd | Vfix Rental Pte Ltd  
26 Chia Ping Road Singapore 619977  
Contact: 6455 2957 | E: [tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)

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**From:** Tok Wei Jie <[tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)>  
**Sent:** Wednesday, 24 March 2021 12:58 PM  
**To:** 'Claims Dept of CTI' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** 'alfred.toh@sg.cntaiping.com' <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** Accident involving SLP4890U, SMT5660C and SKD3646R

Hi Sir/Madam,

Vehicle SLP4890U unable to move after the accident happened yesterday, we will let Goldbell Engineering Pte Ltd to handle this accident report.

Can we bring the driver over to Goldbell Engineering Pte Ltd without present of the vehicle.

Remark: W.e.f 29<sup>TH</sup> MARCH 2021, our office has been relocated to 7 Penjuru Close Level 1, Singapore 608779. Please update your record with the following: Company contact number - 6455 2957 ; Company general email - [contact@vfixauto.com.sg](mailto:contact@vfixauto.com.sg)

Thank you.

Best regards,



**Tok Wei Jie**  
Claim Administrator Cum Purchaser  
**Vfix** Auto Pte Ltd | **Vfix** Rental Pte Ltd  
26 Chia Ping Road Singapore 619977  
Contact: 6455 2957 | E: [tokwj@vfixauto.com.sg](mailto:tokwj@vfixauto.com.sg)