

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Tuesday, 10 August 2021 3:01 PM
To: Ryder Auto workshop
Cc: Admin A
Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle XE295E; Our Vehicle XB4072X Accident involving XB4072X & XE295E On 30 May 2021 *** LKK REF: CC6/CTI21006278/Aea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

Our principal has reiterated that the accident was caused due to the entire negligence of your client open door and collided with our insured that in the midst of exiting the parking lot.

We are of the opinion that liability is not in your client's favor.

Under such a circumstances, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Asher Sng (LKKAuto)
Sent: Wednesday, 4 August 2021 12:17 PM
To: Ryder Auto workshop <ryderautoworkshop@gmail.com>
Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle XE295E; Our Vehicle XB4072X Accident involving XB4072X & XE295E On 30 May 2021 *** LKK REF: CC6/CTI21006278/Aea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

We have send an reminder email to our principal in regards to the matter.

Shall revert to you once our principal revert.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Wednesday, 4 August 2021 11:46 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle XE295E; Our Vehicle XB4072X Accident involving XB4072X & XE295E On 30 May 2021 *** LKK REF: CC6/CTI21006278/Aea3

Dear Asher,

Please help to chase them... it has been 2 months.

Thank you

Best regards

Orson



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Wed, Aug 4, 2021 at 10:44 AM Asher Sng (LKKAuto) <AsherSng@lkkauto.com> wrote:

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

We are still pending instruction from our principal, shall revert to you once our principal reverts.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Wednesday, 4 August 2021 10:34 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle XE295E; Our Vehicle XB4072X Accident involving XB4072X & XE295E On 30 May 2021 *** LKK REF: CC6/CTI21006278/Aea3

Hello Asher,

How is it?

Best regards

Orson



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Fri, Jul 30, 2021 at 11:03 AM Ryder Auto workshop <ryderautoworkshop@gmail.com> wrote:

Dear Asher,

As spoken, kindly view attachment and advise which scenario does the accident fall in.

Thank you

Best regards

Orson



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277

On Thu, Jun 3, 2021 at 10:26 AM Asher Sng (LKKAuto) <AsherSng@lkkauto.com> wrote:

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

We are still pending our insured report from our principal, shall revert to you once we received our insured report.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Thursday, 3 June 2021 10:12 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle XE295E; Our Vehicle XB4072X Accident involving XB4072X & XE295E On 30 May 2021 *** LKK REF: CC6/CTI21006278/Aea3

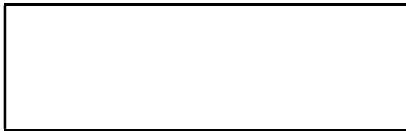
Dear Asher,

Any updates?

Thank you

Best regards

Orson



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Tue, Jun 1, 2021 at 2:58 PM Ryder Auto workshop <ryderautoworkshop@gmail.com> wrote:

Dear Mei Kwan,

Kindly view attached our client GIA report and also assist to establish liability for this case.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Tue, Jun 1, 2021 at 9:20 AM Mei Kwan (LKKAuto) <Meikwan@lkkauto.com> wrote:

Dear Sir / Madam,

We refer to the above matter.

Please provide us the following.

- ***GIA / police report***
- ***evidence i.e. video/ scene photo / note***
- ***PIR (if any)***
- ***estimated cost of repair***

Please note that for liability, claim negotiation and settlement, please contact **Asher**.

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.

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 1 June, 2021 9:00 AM

To: 'Ryder Auto workshop' <ryderautoworkshop@gmail.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle XE295E; Our Vehicle XB4072X Accident involving XB4072X & XE295E On 30 May 2021

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,

Summer Lee | 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)

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From: Ryder Auto workshop <ryderautoworkshop@gmail.com>
Sent: Monday, 31 May, 2021 11:01 PM
To: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: Urgent: PRE-REPAIR INSPECTION: Your Vehicle XE295E; Our Vehicle XB4072X Accident involving XB4072X & XE295E On 30 May 2021

Dear Sir,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

This PRS is on a "Direct Settlement" basis, claiming against China Taiping Insurance (S) Pte Ltd.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



Asher Sng (LKKAUTO)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Monday, 9 August 2021 11:00 PM
To: Asher Sng (LKKAUTO)
Cc: Admin A
Subject: RE: [REJECTION REQUEST] RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Sir/Mdm,

We refer to your email below.

Please proceed to reject the TP CLAIM.

Regards,

Irene Tay
Executive
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

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

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From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Wednesday, August 4, 2021 10:45 AM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: [REJECTION REQUEST] RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

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Hi Irene,

We refer to the email dated 17/06/2021.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Asher Sng (LKKAuto)

Sent: Friday, 30 July 2021 10:25 AM

To: 'Irene Tay' <irene.tay@sg.cntaiping.com>

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

Subject: RE: [REJECTION REQUEST] RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

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We refer to the email dated 17/06/2021.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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From: Asher Sng (LKKAuto)

Sent: Wednesday, 23 June 2021 11:25 AM

To: Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: RE: [REJECTION REQUEST] RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

Hi Irene,

We refer to the above matter.

Based on the accident scenario third party open door and collided with insured vehicle while exiting the parking lot.

We are of the opinion that BOLA 26 shall be applicable and the liability in not third party favour.

In view of the above, we are intending to reject TP claim.

For your approval/ comments/ instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Asher Sng (LKKAuto)

Sent: Thursday, 17 June 2021 3:29 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

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

Subject: [REJECTION REQUEST] RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

Hi Irene,

We refer to the above matter.

Based on the accident scenario third party open door and collided with insured vehicle while exiting the parking lot.

We are of the opinion that BOLA 26 shall be applicable and the liability in not third party favour.

In view of the above, we are intending to reject TP claim.

For your approval/ comments/ instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Thursday, 17 June 2021 12:13 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

From: Irene Tay
Sent: Thursday, June 17, 2021 11:32 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

Dear Sir,

Enclosed herewith our insured GIA REPORT

Regards,

Irene Tay
Executive
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

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

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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Thursday, June 17, 2021 11:16 AM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

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Hi Irene,

We refer to the above matter.

Kindly advise if insured reported, if so kindly let us have a copy of our insured GIA report.

Thank You.

Best Regards,

Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd

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.

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 1 June 2021 4:32 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D203083/C02/XE295E/TAYHP / FW: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

Dear Sir,

Please note that officer in charge for this case is Irene Tay.

Claim no. SNM21D203083/C02/XE295E/TAYHP.

Dear Irene,

Pls revert LKK.

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

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: Tuesday, 1 June 2021 3:29 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving XE295E (OI : CTI - TBA) AND XB4072X (TP : LKK REF - CC6/CTI21006278/Aea3) on 30.05.2021

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Dear Sir / Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Ryder Auto Pte Ltd - Kaki Bukit and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

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

Please take note that the case handler in-charge Asher.

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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