

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Tuesday, 28 September 2021 3:19 PM
To: jessieyangoh@gmail.com
Subject: ACCIDENT INVOLVING SHB 9629Y AND SKJ 2084L ON THE 24/07/2021

Our Ref: CC3/CTI21008142/Kba3

28 SEPTEMBER 2021

Vehicle Registered Owner : Yang Yuxi

Dear Sir/Madam,

ACCIDENT INVOLVING SHB 9629Y AND SKJ 2084L ON THE 24/07/2021

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 Body Repairer/Workshop acting on behalf of the owner of SHB 9629Y against your motor insurance policy.

Based on the accident report, accident scenario and evidence at hand, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

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.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

Jaslin Kok (LKK Auto)

From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Thursday, 16 December 2021 10:06 PM
To: Jaslin Kok (LKK Auto)
Cc: Admin A; Claims Dept of CTI
Subject: RE: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

Without Prejudice, Save as to Costs

Dear Jaslin

We have confirmed and being informed by traffic police that XE2155M has been charged and paid the fine.


Hence, we maintain stand to reject SHB9629Y TPP claim.


Please assist to re-direct claim to the insurer of XE2155M.

RE: CNTP ref: SNM21D204108/SKJ2084L/Chngpw Your ref: TP/IP/35341/2021



Adeline Chng

To:  Sufiyan KHAIRI (SPF)

Cc:  Claims Dept of CTI



Confidential

[Confidential]

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and k

Dear Ma'am,

Please be informed that the driver of **XE2155M** had committed the offence of Careless Driving Causing Hurt under Section 65(1)(b) pu

2 Actions has been initiated against the driver of **XE2155M** for the said offence.

3 For your information please.

Best Regards,

Sufiyan Khairi
Senior Investigation Officer
Investigation Branch
Traffic Police
[Singapore Police Force](#)
DID: (65) 6547 6390 | FAX: (65) 6547 6259

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) 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: Monday, December 13, 2021 5:37 PM

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

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

Subject: Re: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

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,

Please find attached.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

From: Adeline Chng <adeline.chng@sg.cntaiping.com>
Sent: Monday, December 13, 2021 5:28 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: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

Without Prejudice, Save as to Costs

Dear Jaslin

Possible to send us the full page of PIR that received by third party?

Traffic police IO check on it.

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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) 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: Thursday, November 25, 2021 5:46 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

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

PIR issued on 12 August 2021.

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

Sent: Thursday, 25 November 2021 5:45 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: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

Without Prejudice, Save as to Costs

Dear Jaslin

Any idea when is the police investigation result letter issued?

NOTICE :

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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) 6224 7175

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

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

Sent: Thursday, November 25, 2021 5:06 PM

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

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

Subject: RE: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

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 received PIR from TP repairer stated that our insured committed offense of careless driving.

Dear Sir/Madam

**ACCIDENT INVOLVING SHB9629Y & SKJ2084L ALONG JALAN JURONG
KECHIL TOWARDS BUKIT BATOK EAST AVENUE 6 ON 24/07/2021 AT 0800
HRS**

I refer to the above accident.

2. Please be informed that we have completed our investigations which shows that the driver of SKJ2084L had committed the offence of Careless Driving Causing Hurt under Section 65(1)(b) of the Road Traffic Act, Chapter 276 and punishable under Section 65(4)(a) of the Road Traffic Act, Chapter 276. Action has been initiated against the driver for the said offence.

3. If you have any queries, please contact the Investigation Officer, Sufiyan Bin Khairi at 6547 6390 or via email at Sufiyan_KHAIRI@spf.gov.sg.

Kindly let us have your instructions if we should proceed with rejection.

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

Sent: Thursday, 25 November 2021 4:51 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: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP
DIRECT SETTLEMENT

Without Prejudice, Save as to Costs

Dear Jaslin

PIR was against XE2155M.

Please proceed to reject and re-direct claim to XE2155M.

**ACCIDENT INVOLVING SHB9629Y, SKJ2084L & XE2155M ALONG JALAN
JURONG KECHIL TOWARDS BUKIT BATOK EAST AVENUE 6 ON 24/07/2021
AT 0800 HRS**

I refer to the above accident.

2. Please be informed that we have completed our investigations which shows that the driver of XE2155M had committed the offence of Careless Driving Causing Hurt under Section 65(1)(b) of the Road Traffic Act, Chapter 276 and punishable under Section 65(4)(a) of the Road Traffic Act, Chapter 276. Action has been initiated against the driver for the said offence.

3. If you have any queries, please contact the Investigation Officer, Sufiyan Bin Khairi at 6547 6390 or via email at Sufiyan_KHAIRI@spf.gov.sg.

Yours faithfully



Jemeema Farween
for Head Investigation
Traffic Police
Singapore Police Force

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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) 6224 7175

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

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

Sent: Friday, November 5, 2021 5:56 PM

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

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

Subject: Re: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

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 Sirs/Mdm,

We seek your approval to offer repairer "TRANS-CAB AUTO SERVICES PTE LTD " at **\$ 5,381.18(all-in).**

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 11,126.93	\$ 4,203.33 (3,928.35+ 7% GS)
2. Loss of Rental (10 days x \$96.30)	\$ 963.00	\$ 770.40 (8 days x \$96.30)
3. Loss of Income(10 days x \$50.00)	\$ 500.00	\$ 400.00 (8 days x \$50.00)
3. LTA / GIA Search Fee	\$ 7.49	\$ 7.45

Surveyor recommended 5 days for repair + 2PRS + 1Sun = 8 DAYS

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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

Sent: Wednesday, 4 August 2021 2:30 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

[Strictly Confidential]

Dear Mei Kwan/Jasper

Attached herewith our insured SAS for your perusal.

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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

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

Sent: Wednesday, 4 August 2021 11:10 AM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Meikwan@lkkauto.com; jasperchua@lkkauto.com; Admin A <admin-a@lkkauto.com>

Subject: OUR REF: SNM21D204108/C02/SKJ2084L/CHNGPW & YOUR REF: CC3/CTI21008142/Kba3-SHB9629Y, TPP DIRECT SETTLEMENT

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Adeline,

Please revert to LKK Auto on **Direct Settlement SHB9629Y** soonest possible.

Please contact our claims department **Adeline Chng 6389 6155** the officer in charge.

Kindly quote our claim reference number when replying.

NOTICE :

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Thank you

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

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

Sent: Tuesday, August 3, 2021 5:35 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: Direct Settlement - Accident Involving SKJ2084L (OI : CTI - TBA) and SHB9629Y (TP : LKK REF - CC3/CTI21008142/Kba3) on 24/07/2021

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Dear Sirs/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 9629Y at M/s Trans-cab Auto Services Pte Ltd - Ang Mo Kio on a WP basis and TP repairer proposed for a direct settlement

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

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

Kindly take note that the case handler in-charge is Jasper.

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

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Friday, 17 December 2021 12:32 PM
To: waiyin.ng@transcab.com.sg
Subject: Re: Your ref : AAD2107-096 (SHB 9629Y) / DOA : 24/07/2021
Attachments: image003.png

WITHOUT PREJUDICE

Dear Sir/Mdm,

We have confirmed and being informed by traffic police that XE2155M has been charged and paid the fine.

Hence, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Please re-direct claim to the insurer of XE2155M.

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: Wai Yin Ng <waiyin.ng@transcab.com.sg>

Sent: Wednesday, 29 September 2021 1:56 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Claims <claims@transcab.com.sg>

Subject: FW: Your ref : AAD2107-096 (SHB 9629Y) / DOA : 24/07/2021

[Without prejudice](#)

Dear Jasper

Enclosed is our LOD for your perusal and action.

Please advise your offering soon so that we can expedite and process the claims.

[*Due to COVID-19 virus, all correspondence will be by way of email only.](#)

Thank You

Best Regards,

Ng Wai Yin

Finance Department

TEL: 6603 1265 Ext.308

** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg*

** Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Wai Yin Ng
Sent: Tuesday, 28 September, 2021 12:04 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Claims <claims@transcab.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: Your ref : AAD2107-096 (SHB 9629Y) / DOA : 24/07/2021

Dear Jasper

Enclosed is PIR for your action.

Thank You
Best Regards,
Ng Wai Yin
Finance Department
TEL: 6603 1265 Ext.308

** Please be reminded that all claims correspondence to be send to claims@transcab.com.sg*

** Kindly let us have the discharge voucher within the next 30 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.*

TRANS-CAB SERVICES PTE LTD
No. 2 Ang Mo Kio Street 63
Singapore 569111
Tel: 6287 6666 Fax: 6287 7764

From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Tuesday, 28 September, 2021 11:53 AM
To: Wai Yin Ng <waiyin.ng@transcab.com.sg>
Cc: Claims <claims@transcab.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: Your ref : SHB 9629Y / DOA : 24/07/2021

WITHOUT PREJUDICE

Dear Sir/Mdm,

Kindly send us the scene photo, video footage or any other evidence for our liability assessment.

Thanks

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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