

Asher Sng (LKKAUTO)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Sunday, 16 January 2022 09:18
To: Asher Sng (LKKAUTO); Mei Kwan (LKKAUTO)
Cc: Claims Dept of CTI; Admin A
Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Asher

Still no accident report from insured despite several reminders.

We have repudiated the case.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | 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: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Thursday, December 30, 2021 10:28 AM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

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'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Pauline,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

Sent: Tuesday, 7 December 2021 12:10 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

Dear Pauline,

We refer to the above matter.

Please 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,

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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From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Tuesday, 28 September, 2021 6:43 PM

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

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

Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

Hi Asher

We have not received insured report.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | 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: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Sent: Wednesday, September 1, 2021 11:56 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

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Dear Pauline,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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)

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From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Wednesday, 25 August 2021 12:37 PM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

Hi Mei Kwan

We have not received insured report.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, August 24, 2021 9:59 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

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Dear Pauline,

We refer to the above matter.

Please 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,

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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From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Thursday, 12 August, 2021 5:38 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

a@lkkauto.com>

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

Subject: RE: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

Hi Mei Kwan

We are still waiting for insured report.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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

Sent: Thursday, August 5, 2021 4:50 PM

To: Meikwan@lkkauto.com; AsherSng@lkkauto.com; admin-a@lkkauto.com; Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: O/R: SNM21D204336/C02/SMZ6934A/THAMYL / FW: Direct Settlement - Accident Involving SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

Dear all,

Please note that officer in charge for this case is Pauline Tham.

Claim no SNM21D204336/C02/SMZ6934A/THAMYL.

Dear Pauline,

Pls revert LKK.

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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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 5 August 2021 1:19 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 SMZ6934A (OI : CTI - TBA) and SHC1972C (TP : LKK REF - CC3/CTI21008256/T1ea3) on 31/07/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHC 1972C at M/s ComfortDelGro Engineering Pte Ltd (Loyang) 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 and claim ref for our necessary action.

Kindly take note that the case handler in-charge is 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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Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Monday, 7 February 2022 13:03
To: Catherine Koh Mui Gek
Cc: claimsdept@sg.cntaiping.com
Subject: RE: CHINA - SHC1972C AND SME6934A ON 31.07.21 *** LKK REF: CC3/CTI21008256/T1ea3 - (3rd REMINDER)

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/Mdm,

We refer to the above matter.

Please be informed that our Principal had repudiated the claim due to our insured breach of policy terms and conditions.

Therefore, we will close the matter at our end.

Kindly redirect your client's claim to the owner of SMZ 6934A.

Thank You.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Monday, 7 February 2022 10:46
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: claimsdept@sg.cntaiping.com

Subject: Re: CHINA - SHC1972C AND SME6934A ON 31.07.21 *** LKK REF: CC3/CTI21008256/T1ea3 - (3rd REMINDER)
Importance: High

Dear Asher

Case has been long protracted. Appreciate your urgent reply.

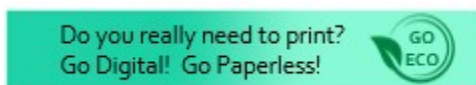
Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733



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

Sent: Thursday, 30 December 2021 10:30 am

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

Subject: RE: CHINA - SHC1972C AND SME6934A ON 31.07.21 *** LKK REF: CC3/CTI21008256/T1ea3 - (2nd REMINDER)

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'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Catherine,

We refer to the email below.

We are still pending for our insured report from our principiapl, shall revert to you once we recevied our insured report.

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)



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

Sent: Thursday, 30 December 2021 9:31 AM

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

Subject: Re: CHINA - SHC1972C AND SME6934A ON 31.07.21 *** LKK REF: CC3/CTI21008256/T1ea3 - (2nd REMINDER)

Importance: High

Dear Asher

Believed your principal insured had reported the accident by now. 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

Do you really need to print?
Go Digital! Go Paperless!



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

Sent: Friday, 12 November 2021 8:55 am

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

Subject: Re: CHINA - SHC1972C AND SME6934A ON 31.07.21 *** LKK REF: CC3/CTI21008256/T1ea3 - (REMINDER)

Dear Asher

Evidences furnished on 9.9.21 clearly confirmed your principal insured moved out from parking and collided onto the taxi. Kindly let us have your offer to settle soonest.

The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party.

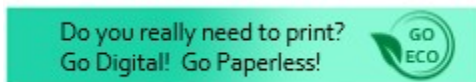
Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843



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

Sent: Thursday, 9 September 2021 3:58 pm

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

Subject: Re: CHINA - SHC1972C AND SME6934A ON 31.07.21 *** LKK REF: CC3/CTI21008256/T1ea3 - (video/scene photo attached, BOLA S24 applies)

Dear Asher

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

The video footage is confidential information. In possessing, using or viewing the CCTV footage, you do not acquire any rights, title or interest in the CCTV footage and undertake to preserve its confidentiality. By downloading, using or viewing the video, you agree that you will not disclose, provide, reproduce, store, transmit or otherwise make available the CCTV footage, in whole or in part, to your client or any third party.

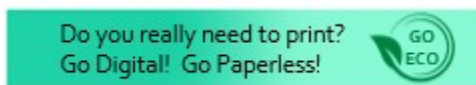
Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843



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

Sent: Thursday, 26 August 2021 8:35 PM

To: Sabrina Tan Quee Ping <SabrinaTan@cdge.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: CHINA - SHC1972C AND SME6934A ON 31.07.21 *** LKK REF: CC3/CTI21008256/T1ea3

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Dear Sabrina,

We acknowledge receipt of your email.

Our respective case handler, Asher 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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From: Sabrina Tan Quee Ping [<mailto:SabrinaTan@cdge.com.sg>]

Sent: Thursday, August 26, 2021 4:17 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: CHINA - SHC1972C AND SME6934A ON 31.07.21

WITHOUT PREJUDICE

Dear Sirs

M/s LKK Auto Consultants Pte Ltd

Attached are our LOD documents for the above subject matter.

Kindly review and settle our claims amicably with our Ms Catherine Koh who is copied herein.

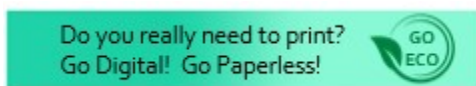
Tel: 6214 8733 Fax: 62141843 Email: catherinekoh@cdge.com.sg

Thank you

Best Regards

Sabrina Tan

Claims Department / ComfortDelGro Engineering Pte Ltd



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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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