

Celine Fong (LKKAuto)

From: Admin-D (LKKAuto)
Sent: Tuesday, 24 August 2021 10:04 AM
To: 'Alfred Toh'; raymond@bhh.com.sg; assignments
Cc: 'Claims Dept of CTI'
Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction

Dear Alfred,

Noted with thanks.

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: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Tuesday, 24 August, 2021 9:55 AM
To: raymond@bhh.com.sg; assignments <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction

M/S LKK AUTO CONSULTANTS PTE LTD

Dear Sirs

We refer to the above matter.

Please treat the assignment as cancelled. (email below refers)

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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. Any inconvenience caused is much regretted.

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
alfred.toh@sg.cntaiping.com

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

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From: raymond@bhh.com.sg <raymond@bhh.com.sg>

Sent: Tuesday, August 24, 2021 9:44 AM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; assignments@lkkauto.com

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; augustine@ocwinsurance.com; 'Chia Soei Fong, Fionlyn' <fionlyn.chiasf@ktcgroup.com.sg>; 'Ms Siti Nur Abdullah' <sitinur@ocwinsurance.com>; 'Way Chin Mooi, May' <may.waycm@ktcgroup.com.sg>; assignments@lkkauto.com; 'New Kai Cong' <kaicong.new@ktcgroup.com.sg>

Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction

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Dear Alfred,

Thank you for your advice.

We hereby withdrawn our claim against your company.

We will get our customer to amend the GIA Report and submit third party claim to MSIG.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Tuesday, 24 August 2021 9:35 AM

To: raymond@bhh.com.sg; assignments@lkkauto.com

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; augustine@ocwinsurance.com; Chia Soei Fong, Fionlyn <fionlyn.chiasf@ktcgroup.com.sg>; Ms Siti Nur Abdullah <sitinur@ocwinsurance.com>; Way Chin Mooi, May <may.waycm@ktcgroup.com.sg>; raymond@bhh.com.sg; assignments@lkkauto.com; New Kai Cong <kaicong.new@ktcgroup.com.sg>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction

[Confidential]

WITHOUT PREJUDICE

**M/S BAN HOCK HIN CO PTE LTD
ATTN: MR RAYMOND**

We refer to the Pre Repair Survey (PRS) on FBG2112L.

Please be advised that our client's vehicle (XE4290S) is not liable for the accident.

Attach herewith the Accident Report for your attention and claim against M/S MSIG INSURANCE (SINGAPORE) PTE LTD.

Kindly acknowledge this email.

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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
alfred.toh@sg.cntaiping.com**

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

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From: Ng Kin Hoe <kinhoe.ng@ktcgroup.com.sg>

Sent: Monday, August 23, 2021 11:13 PM

To: philip.cheong@cyclecarriage.com.sg; peermohd.hs@cyclecarriage.com.sg

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; augustine@ocwinsurance.com; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chia Soei Fong, Fionlyn <fionlyn.chiasf@ktcgroup.com.sg>; Ms Siti Nur Abdullah <sitinur@ocwinsurance.com>; Way Chin Mooi, May <may.waycm@ktcgroup.com.sg>; raymond@bhh.com.sg; assignments@lkkauto.com; New Kai Cong <kaicong.new@ktcgroup.com.sg>

Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction - accident NOT reported

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Dear Philip Cheong & Peer Mohamed,

Appreciated if you both able to reply to Mr Alfred from China Taiping to clear his doubts for the above mentioned accident. Explain to Alfred that XE4290S was driven by your staff and not by towing on the day of accident(3/8/2021). Many thanks.



Ng Kin Hoe
Asst Transport Controller
Kok Tong Transport & Engineering Works Pte Ltd
27 Pandan Crescent Singapore 128476
M: +65 9615 5910
www.ktcgroup.com.sg

From: Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]
Sent: Monday, 23 August 2021 4:43 PM
To: Ng Kin Hoe; Chia Soei Fong, Fionlyn; Ms Siti Nur Abdullah; Way Chin Mooi, May; raymond@bhh.com.sg; assignments@lkkauto.com
Cc: Claims Dept of CTI; Alfred Toh; augustine@ocwinsurance.com
Subject: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction - accident NOT reported

POLICY: DMCVSNA00061692002
INSURED: KOK TONG TRANSPORT & ENGINEERING WORKS PTE LTD
VEHICLE NO: XE4290S
DATE OF ACCIDENT: 3 AUGUST 2021 ON/ABOUT 1235 HOURS along 10 Penjuru Road Traffic Junction
CLAIM NO: SNM21D204592/C02/XE4290S/TOHHS –

Dear Mr Ng

We thank you for your email pertaining to the above matter.

It was noted that the accident report was between 5495S and FBG2112L under M/S MSIG Insurance's Trade Policy (towing XE4290S???)

Please confirm that XE4290S was in the custody of M/s Cycle & Carriage Industries Pte Ltd's custody during the material time of accident to enable us to notify M/S BAN HOCK HIN CO PTE LTD to refer their client's claim (FBG2112L) to M/s MSIG INSURANCE.

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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
alfred.toh@sg.cntaiping.com

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

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From: Ng Kin Hoe <kinhoe.ng@ktcgroup.com.sg>
Sent: Monday, August 23, 2021 3:19 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Chia Soei Fong, Fionlyn <fionlyn.chiasf@ktcgroup.com.sg>; Ms Siti Nur Abdullah <sitinur@ocwinsurance.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; augustine@ocwinsurance.com; New Kai Cong <kaicong.new@ktcgroup.com.sg>; Way Chin Mooi, May <may.waycm@ktcgroup.com.sg>; Chia Soei Fong, Fionlyn <fionlyn.chiasf@ktcgroup.com.sg>
Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction - accident NOT reported

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Dear Alfred,

It was confirmed that the accident was occurred at Penjuru Road, not at workshop. The driver from Cycles and Carriage workshop had already lodged the insurance report using their 'Trade License'. Please refer to attached GIA report for self-explanation.

Thank you.



Ng Kin Hoe
Asst Transport Controller
Kok Tong Transport & Engineering Works Pte Ltd
27 Pandan Crescent Singapore 128476
M: +65 9615 5910
www.ktcgroup.com.sg

From: Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]
Sent: Monday, 23 August 2021 9:58 AM
To: Chia Soei Fong, Fionlyn; Ng Kin Hoe; Ms Siti Nur Abdullah
Cc: Claims Dept of CTI; Alfred Toh; augustine@ocwinsurance.com
Subject: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction - accident NOT reported

POLICY: DMCVSNA00061692002
INSURED: KOK TONG TRANSPORT & ENGINEERING WORKS PTE LTD
VEHICLE NO: XE4290S
DATE OF ACCIDENT: 3 AUGUST 2021 ON/ABOUT 1235 HOURS along 10 Penjuru Road Traffic Junction
CLAIM NO: SNM21D204592/C02/XE4290S/TOHHS – ACCIDENT NOT REPORTED

Dear Fionlyn

We refer to your email of even date pertaining to the above matter.

You may want to **check with your driver** (refer the info from third party in their accident report) **whether he was indeed at the accident site at the material time OR vehicle XE4290S was AT THE WORKSHOP and not the road.**

p.s please copy ALL your emails to claimsdept@sg.cntaiping.com when you reply

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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
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG
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From: Chia Soei Fong, Fionlyn <fionlyn.chiasf@ktcgroup.com.sg>
Sent: Monday, August 23, 2021 9:20 AM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Ms Siti Nur Abdullah <sitinur@ocwinsurance.com>
Subject: FW: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction - accident NOT reported

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Dear Alfred,

We received your email on the non-reported accident to XE 4290 S on 03.08.21.

Our vehicle – XE 4290 S was stationed in C7C workshop (Pandan Garden branch) for repair work. Vehicle collected back on 04.08.21 @ 1550hrs.

We appreciate your advice on the reporting process.

Thank you,



Ng Kin Hoe
Asst Transport Controller
Kok Tong Transport & Engineering Works Pte Ltd
27 Pandan Crescent Singapore 128476
M: +65 9615 5910
www.ktcgroup.com.sg

From: Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]
Sent: Saturday, 21 August 2021 10:39 AM
To: Ms Siti Nur Abdullah; Ng Kin Hoe
Cc: Claims Dept of CTI; Alfred Toh; augustine@ocwinsurance.com
Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving XE4290S & FBG2112L on 03/08/2021 along 10 Penjuru Road Traffic Junction - accident NOT reported

POLICY: DMCVSNA00061692002
INSURED: KOK TONG TRANSPORT & ENGINEERING WORKS PTE LTD
VEHICLE NO: XE4290S
DAT OF ACCIDENT: 3 AUGUST 2021 ON/ABOUT 1235 HOURS
CLAIM NO: SNM21D204592/C02/XE4290S/TOHHS – ACCIDENT NOT REPORTED

Dear Sirs

We are in receipt of incoming claim against your motor insurance policy.

It is noted that there is no report filed/received till date.

Please file the accident report **IMMEDIATELY** to enable us to handle the claim on your behalf.

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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
alfred.toh@sg.cntaiping.com

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

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From: raymond@bhh.com.sg <raymond@bhh.com.sg>

Sent: Friday, August 20, 2021 6:05 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; assignments@lkkauto.com

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving FBG2112L & XE4290S on 03/08/2021 - accident NOT reported

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Dear Alfred,

Noted with thanks.

We will arrange with LKK surveyor for the pre-repair survey.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 20 August 2021 5:15 PM
To: raymond@bhh.com.sg; assignments@lkkauto.com
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving FBG2112L & XE4290S on 03/08/2021 - accident NOT reported

WITHOUT PREJUDICE

YOUR REF: FBG2112L

OUR REF: SNM21D204592/C02/XE4290S/TOHHS – ACCIDENT NOT REPORTED

Dear Sirs

Contents of your email duly noted.

Aside to M/s LKK Auto Consultants Pte Ltd, please assist to conduct survey on FBG2112L. (email below refers)

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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
alfred.toh@sg.cntaiping.com

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From: raymond@bhh.com.sg <raymond@bhh.com.sg>
Sent: Friday, August 20, 2021 8:58 AM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Subject: RE: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving FBG2112L & XE4290S on 03/08/2021 - accident NOT reported

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Dear Alfred,

Please assign Marcus Chua of LKK for the pre-repair survey.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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www.bhh.com.sg |

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From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Thursday, 19 August 2021 5:47 PM

To: raymond@bhh.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: SNM21D204592/C02/XE4290S/TOHHS / Accident Involving FBG2112L & XE4290S on 03/08/2021 - accident NOT reported

WITHOUT PREJUDICE

YOUR REF: FBG2112L

OUR REF: SNM21D204592/C02/XE4290S/TOHHS – ACCIDENT NOT REPORTED

Dear Sirs

We refer to your email of 18 August 2021 at 11.47 am.

Take Notice that we shall not be accepting any of your surveyors as SJE.

Kindly note the following:

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
2. We propose the following list of surveyors to be nominated as the Single Joint Expert to conduct survey of the claimant's vehicle:-

1. Gary Soon (FTA)	6. Marcus Chua (LKK)
2. Chow Bo Xiong (FTA)	7. Kenneth Kong (LKK)
3. Ben Chua (FTA)	8. Adrian Ling (LKK)
4. Ng You Han (FTA)	9. Mohd Taufikh (LKK)
5. Henry Ng (FTA)	10. Steve Chen (LKK)

3. If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.

4. As per the NIMA Protocol, the survey by our appointed surveyor would include survey of your vehicle pre-repair, after it is dismantled, and post repairs. Hence, you need to provide us / our surveyors with the list of items that were damaged and required to be replaced or repaired to facilitate an effective survey.
5. As stated above, please inform us and our surveyor after the claimant's vehicle had been repaired so that our surveyor can carry out post repair inspection before the vehicle is returned to your client. Please co-ordinate with our surveyor immediately after the repair is completed.

If you have any queries, please email us at claimsdept@sg.cntaiping.com

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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
alfred.toh@sg.cntaiping.com

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From: Claims Dept of CTI
Sent: Thursday, August 19, 2021 9:49 AM
To: raymond@bhh.com.sg; Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D204592/C02/XE4290S/TOHHS / FW: Accident Involving FBG2112L & XE4290S on 03/08/2021

Without Prejudice

Dear Alfred,

Please conduct PRS for FBG2112L. **(OUR INSURED HAS YET TO FILED SAS REPORT)**

Note: officer in charge Alfred Toh

*** Kindly quote our reference number when replying.

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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

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

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From: raymond@bhh.com.sg <raymond@bhh.com.sg>
Sent: Wednesday, 18 August 2021 11:47 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Accident Involving FBG2112L & XE4290S on 03/08/2021

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Dear Sir / Madam,

We attached our third party claim documents for your perusal.

Appreciate for you to arrange for the pre-repair survey.

Bike is not at workshop, please arrange surveyor to contact Raymond at 62816520 ext. 220 to arrange our customer to send in bike for survey.

Thanks

Best Regards,

Raymond

Ban Hock Hin Co., Pte Ltd

Tel: (65) 6281 6520 x 220 | Fax: (65) 6284 2969

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Facebook: <http://www.facebook.com/bhhsq>



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