

## Hsiao Tong (LKKAUTO)

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**From:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Sent:** Wednesday, 3 November 2021 11:26 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** RE: SNM21D204628/C02/SLT8122G/THAMYL / FW: Direct Settlement - Accident Involving SLT8122G (OI : CTI - TBA) AND GBJ3308S (TP : LKK REF - CC6/CTI21008825/Aba3) on 20/08/2021

Hi Hsiao Tong

Please proceed to reject TP.

Did claimant give a copy of the estimate? Can we have a copy?

Thanks.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto: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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Wednesday, October 20, 2021 4:38 PM  
**To:** Pauline Tham <pauline.tham@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: SNM21D204628/C02/SLT8122G/THAMYL / FW: Direct Settlement - Accident Involving SLT8122G (OI : CTI - TBA) AND GBJ3308S (TP : LKK REF - CC6/CTI21008825/Aba3) on 20/08/2021

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Dear Pauline,

We refer to your below email.

We have viewed both parties video. We are of the view that third party had encroached into our insured's lane and resulted the collision.

In view of this, we would like to seek you approval to reject third party claim.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : 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](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Saturday, 4 September 2021 2:43 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin CN MOTORS <[admin@cnmotorspl.com](mailto:admin@cnmotorspl.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D204628/C02/SLT8122G/THAMYL / FW: Direct Settlement - Accident Involving SLT8122G (OI : CTI - TBA) AND GBJ3308S (TP : LKK REF - CC6/CTI21008825/Aba3) on 20/08/2021

Hi Mei Kwan

OI report attached.

OI & TP video attached.

We are in view that insured is not at fault for the accident.

Please note that insured is counter claiming against TP thru Auto Insure.

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, August 24, 2021 12:44 PM  
**To:** [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com); Admin CN MOTORS <[admin@cnmotorspl.com](mailto:admin@cnmotorspl.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D204628/C02/SLT8122G/THAMYL / FW: Direct Settlement - Accident Involving SLT8122G (OI : CTI - TBA) AND GBJ3308S (TP : LKK REF - CC6/CTI21008825/Aba3) on 20/08/2021

Dear all,

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

Claim no SNM21D204628/C02/SLT8122G/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](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 23 August 2021 4:03 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SLT8122G (OI : CTI - TBA) AND GBJ3308S (TP : LKK REF - CC6/CTI21008825/Aba3) on 20/08/2021

**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 Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBJ 3308S at M/s J-mart Motor Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:  
- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will get back to you on preliminary advice in due course.

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 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](mailto: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.***

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 15 November 2021 11:26 AM  
**To:** J-Mart; 'jmartmotorpl@gmail.com'  
**Subject:** [Rejection] - Your Ref: GBJ3308S// LKK Ref: CC6/CTI21008825/Apa3 [ACCIDENT INVOLVING SLT8122G(AIG) AND GBJ3308S ON 20/08/2021]  
**Attachments:** SLT8122G Statement.pdf; OI VIDEO(SLT8122G).mp4

Your Ref: **GBJ3308S**  
LKK Ref: CC6/CTI21008825/Apa3

**Without Prejudice**

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SLT8122G(AIG) AND GBJ3308S ON 20/08/2021**

We refer to the above matter.

Attached is a copy of our insured accident report and video for your easy reference. It shows that your client had encroached into our insured's lane and collided with our insured vehicle.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

"The video footage is confidential information and is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party."

"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."

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

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