

RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Celine Fong (LKKAuto) <celinefong@lkkauto.com>

Mon 27/9/2021 1:01 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>; assignments <assignments@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>

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

Dear Adeline,

Thank you for the email.

We have inspected the vehicle on 15.09.2021.

Dear Denise,

Please assist. Your Ref: CS/CTI21009616/Etc

Best Regards,

Celine Fong

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: celinefong@lkkauto.com | fax: 6256-4315

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

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

Sent: Monday, 27 September 2021 12:37 PM

To: assignments <assignments@lkkauto.com>

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

Subject: FW: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Importance: High

Dear LKK

Please advise any survey done? If not please close file as TP workshop informed that claimant withdraw claim.

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) 6225 5879

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Adeline Chng

Sent: Monday, 27 September 2021 12:35 PM

To: Jeff Teh <tengchuen@motorimage.net>; 'assignments' <assignments@lkkauto.com>

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

Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Without Prejudice, Save as to Costs

Dear Jeff

Well noted with thanks.

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) 6225 5879

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jeff Teh <tengchuen@motorimage.net>
Sent: Monday, 27 September 2021 12:32 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

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.

Hi All,

Kindly to inform owner will withdraw this claim .

Thanks

Best Regards,

Jeff Teh

Service Advisor

Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
[DID: \(65\) 6703 8631](tel:6567038631)
HP: (65) 9073 2232
FAX: (65) 6479 1137
Email: tengchuen@motorimage.net



From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]
Sent: Monday, September 20, 2021 3:32 PM
To: Jeff Teh <tengchuen@motorimage.net>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Without Prejudice, Save as to Costs

Dear Jeff

Please note that with video footage evidence, BOLA scenario is not applicable.

We are of the view that both parties are not absolved from the blame.

6.

Non-Application of the Apportionment of Liability indicated in the BOLA Chart (For two vehicle collision)

This section shall not apply to a chain collision where three or more vehicles are involved in an accident.

Contrary Evidence

In cases where there is a rebuttable presumption of fault against the driver of Vehicle X as depicted in the BOLA Chart, that presumption shall not apply if there is contrary evidence as follows:

- i) Where there are independent witnesses affirming the version presented by driver of vehicle X by way of an affidavit or Statutory Declaration; or
- ii) Where there is an admission of liability by the driver of vehicle Y in the accident report or in other media, provided that it is concrete. However, the admissions should strictly be between the drivers involved in the accident and not third parties; or
- iii) Where there is photographic/video graphic evidence that supports the version presented by the driver of Vehicle X.

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) 6225 5879

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

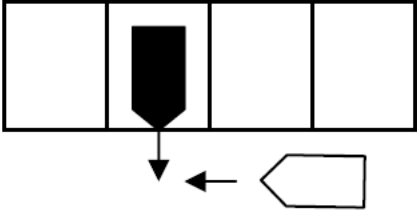
Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jeff Teh <tengchuen@motorimage.net>
Sent: Monday, 20 September 2021 2:50 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

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.

Hi Adeline,

Do take note accident place happened at non shelter area which is not consider carpark and it is just a loading bay that your insured parked. Kindly refer BOLA NO.24 and below photo.

	SCENARIO	DESCRIPTION
24.		<p>Vehicle X – Reversing out Moving forward into parking Vehicle Y – Going straight</p> <p>Reason: Vehicle moving c should exercise greater ca</p>

Thanks

Best Regards,

Jeff Teh

Service Advisor

Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
DID: (65) 6703 8631
HP: (65) 9073 2232
FAX: (65) 6479 1137
Email: tengchuen@motorimage.net



From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]
Sent: Monday, September 20, 2021 2:20 PM
To: Jeff Teh <tengchuen@motorimage.net>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Without Prejudice, Save as to Costs

Dear Jeff

We refer to the above matter.

Based on both parties' video footage, we are of the view that both parties are not absolved from the blame.

Your client was driving at high speed in the car park and caused the collision.

Hence, we are of the view that both parties should share equal liability.

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) 6225 5879

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jeff Teh <tengchuen@motorimage.net>
Sent: Monday, 20 September 2021 1:26 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

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.

Hi Adeline,

Kindly to check liability for this case .

Thanks

Best Regards,

Jeff Teh

Service Advisor

Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
[DID: \(65\)6703 8631](tel:(65)67038631)
HP: (65)9073 2232
FAX: (65)6479 1137
Email: tengchuen@motorimage.net



From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]
Sent: Monday, September 13, 2021 6:09 PM
To: Jeff Teh <tengchuen@motorimage.net>; 'assignments' <assignments@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Without Prejudice, Save as to Costs

Dear LKK

Please refer to below email and liaise with third party workshop.

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) 6225 5879

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jeff Teh <tengchuen@motorimage.net>
Sent: Monday, 13 September 2021 5:09 PM
To: Adeline Chng <adeline.chng@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

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.

Hi Adeline,

Kindly assign Mohd Taufikh (LKK) as this case surveyor, meanwhile may I know liability will check for your side or LKK? Please advise .

Thanks

Best Regards,

Jeff Teh

Service Advisor

Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
[DID: \(65\)6703 8631](tel:(65)67038631)
HP: (65)9073 2232
FAX: (65)6479 1137
Email: tengchuen@motorimage.net



From: Adeline Chng [<mailto:adeline.chng@sg.cntaiping.com>]
Sent: Monday, September 13, 2021 2:59 PM
To: Jeff Teh <tengchuen@motorimage.net>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Without Prejudice, Save as to Costs

Our reference: **SNM21D205140C02/ SMT7042Z/Chngpw**
Your reference: SMQ7742C

Dear Sirs

ACCIDENT INVOLVING SMT7042Z & SMQ7742C ON 11/09/2021

We refer to your email of 13/09/2021

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 contact Adeline Chng at 63896155 and email us at claimsdept@sg.cntaiping.com

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.

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:** 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, 13 September 2021 1:56 PM
To: tengchuen@motorimage.net; Adeline Chng <adeline.chng@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D205140/C02/SMT7042Z/CHNGPW / FW: SMQ7742C Claim Against SMT7042Z

Without Prejudice

Dear Adeline,

Please conduct PRS for SMQ7742C. (OUR INSURED HAS YET TO FILED SAS REPORT)

Note: officer in charge Adeline Chng 63896155.

*** Kindly quote our reference number when replying.

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:** 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please

From: Jeff Teh <tengchuen@motorimage.net>
Sent: Monday, 13 September 2021 9:13 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: SMQ7742C Claim Against SMT7042Z

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.

Hi Officer,

Kindly refer above attachment and check liability for this case .

Thanks

Best Regards,

Jeff Teh

Service Advisor

Motor Image Enterprises Pte Ltd
25 Leng Kee Road
Singapore 159097
[DID: \(65\) 6703 8631](tel:6567038631)
HP: (65) 9073 2232
FAX: (65) 6479 1137
Email: tengchuen@motorimage.net



Disclaimer: This e-mail is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of this message. If you have received this message in error, please delete it and all copies from your system and notify the sender immediately by return e-mail. Internet communications cannot be guaranteed to be timely, secure, error-free or virus-free. The sender does not accept liability for any errors or omissions.