

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 25 May 2022 10:48 AM  
**To:** Irene Tay  
**Cc:** Admin A  
**Subject:** RE: Pleae Re: Direct Settlement - Accident Involving YP 7592G (OI : CTI - SNM21D206121/YP7592G/TAYHP) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

Dear Irene,

We refer to the above matter.

We understand that our insured strongly disputed third party claim and not willing to settle even 50/50.

Kindly advise if we are maintaining rejection for this matter as third party repairer is asking for update. Otherwise, they will pass the case to lawyer for further handling.

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) |

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

S(408933)

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**From:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Sent:** Wednesday, 29 December 2021 11:13 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** Re: Pleae Re: Direct Settlement - Accident Involving YP 7592G (OI : CTI - SNM21D206121/YP7592G/TAYHP) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

Dear Irene,

Please find attached TP LOD.

Repair cost is \$8,300.00 before gst.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Tuesday, December 28, 2021 11:40 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Pleae Re: Direct Settlement - Accident Involving YP 7592G (OI : CTI - SNM21D206121/YP7592G/TAYHP) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

Dear Sir/Mdm,

We refer to the above captioned matter.

Please let us have the amount for cost of repair.

Regards,

**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Tuesday, December 28, 2021 4:53 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** Re: Pleae Re: Direct Settlement - Accident Involving YP 7592G (OI : CTI - SNM21D206121/YP7592G/TAYHP) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

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Dear Irene,

We have proceeded to reject TP's claim.

However, they are not agreeable and shall proceed to hand over to lawyer for settlement.

Kindly let us have your instructions

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Friday, November 26, 2021 10:27 AM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: Pleae Re: Direct Settlement - Accident Involving YP 7592G (OI : CTI - SNM21D206121/YP7592G/TAYHP) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

Dear Mdm,

Insured's agent wrote in the complaint as he seem to be maintaining their stand they are not liable.

Please revert to third party that there client had encroached into our lane as you can see from the jotted line.

Regards,

**Irene Tay**

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Wednesday, November 24, 2021 5:10 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** Pleae Re: Direct Settlement - Accident Involving YP 7592G (OI : CTI - SNM21D206121/YP7592G/TAYHP) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

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Dear Irene

We refer to the above matter.

We have informed insured that case shall be resolve in equal liability according to BOLA 18 as accident took place at merging lane. However, they are not agreeing with it.

Based on both parties report and OI video. Both drivers are driving within their lane and the accident occurs at a merging lane.

Kindly let us have your instructions/comments.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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

**Sent:** Tuesday, November 2, 2021 6:35 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** FW: Direct Settlement - Accident Involving YP 7592G (OI : CTI - SNM21D206121/YP7592G/TAYHP) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear Irene,

Please refer to the appended email.

Kindly revert LKK on direct settlement for SMF3457K.

Officer in charge Irene Tay 63896192

*\*Please quote our claim reference number when replying.*

Thank you

**Lim Shu Min**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 2 November 2021 10:59 am

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving YP 7592G (OI : CTI - TBA) and SMF 3457K (TP : LKK REF - CC6/CTI21011173/Ars3) on 23/11/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMF 3457K at M/s PEOPLE'S VEHICLE RECOVERY SERVICE on 01/11/2021 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 revert to you on preliminary advice in due course.

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

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

*To check availability of the case handler, you may contact the undersigned.*

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**