

**Re: ACCIDENT INVOLVING YP 7592G & SMF 3457K ALONG/AT KJE ON 23/11/2021**

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Wed 11/24/2021 1:25 PM

To: Pei Juan <peijuan\_lee@aakls.com>

Cc: Admin A <admin-a@lkkauto.com>

Dear Sir/Madam,

We refer to the above matter.

Based on the circumstances of accident and both parties damage profile, we are of the view that both parties should exercise caution when merging. The case would be resolved at equal liability. Therefore, we will proceed to negotiate for an amicable settlement with third party claimant.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

c.c. *China Taiping Insurance (Singapore) Pte Ltd*  
(Motor Claims Dept)

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:** Pei Juan <peijuan\_lee@aakls.com>

**Sent:** Friday, November 5, 2021 9:48 AM

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

**Cc:** Admin A <admin-a@lkkauto.com>

**Subject:** RE: ACCIDENT INVOLVING YP 7592G & SMF 3457K ALONG/AT KJE ON 23/11/2021

Hi Jaslin,

FYI.

<https://we.tl/t-z6xzfWelbV>

Best regards,

Pei Juan

AAK

4 Penjuru Close

Singapore 608574

Tel: 66776227

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**From:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Sent:** Wednesday, 3 November 2021 7:05 PM  
**To:** PEIJUAN\_LEE@AAKLS.COM  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** ACCIDENT INVOLVING YP 7592G & SMF 3457K ALONG/AT KJE ON 23/11/2021

Our Ref : **CC6/CTI21011173/Ars3**

**AAK LOGISTICS SERVICES PTE LTD – BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING YP 7592G & SMF 3457K ALONG/AT KJE ON 23/11/2021**

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SMF 3457K against your motor insurance policy.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

Kindly let us have video footage as stated in your accident report.

If you have evidence/information to proof that we should not settle the third-party claim, kindly let us have them in writing within the next **7 days** i.e. by **04/11/2021**.

Please call us if you have further queries.

c.c. *China Taiping Insurance (Singapore) Pte Ltd*  
*(Motor Claims Dept)*

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)

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 7 October 2022 8:46 AM  
**To:** Irene Tay  
**Cc:** Admin A; 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 Sirs/Mdm,

We will proceed to close file and submit WP report to you good office.

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:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 29 August 2022 1:31 PM  
**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

### **3<sup>rd</sup> REMINDER**

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:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 27 July 2022 9:57 AM

**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)>

**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

**2<sup>nd</sup> REMINDER**

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:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 28 June 2022 10:51 AM

**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)>

**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

## REMINDER

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:** Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 25 May 2022 10:48 AM

**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)>

**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](mailto:jaslinkok@lkkauto.com)>

**Sent:** Wednesday, 29 December 2021 11:13 AM

**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)>

**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

DID: (65) 63896192 | F: (65) 62247478/62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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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  
DID: (65) 63896192 | F:(65) 62247478/62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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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)

---

**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  
DID: (65) 63896116 | F: (65) 62247175

**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:** 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

**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 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**