


Borneo Motors

Borneo Motors (Singapore) Pte Ltd
 Inchcape Bodycare Centre
 Level 4, Inchcape Centre
 2 Pandan Crescent
 Singapore 128462
 Tel: +65 6631 1855/1500
 Fax: +65 6872 7260
www.borneomotors.com.sg

Our Ref: BMS2022/01/LK0009/DS(CY)

Your Ref: SNM21D206702/C02/GBH6145K/CHEESC

27 Jan 2022

BY HAND (INS COPY)

M/S. CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD.

Attn : Chee So Chow

Dept : Motor Claims

RE : ACCIDENT INVOLVING SMK5738K AND GBH6145K ON 13 Nov 2021

Dear Officer,

We refer to the above captioned.

The accident was caused by the negligence of your insured and as a result, our client has incurred the following losses:

A. Repair Cost - \$14,541.30	B. LTA Search -
C. Excess -	D. Loss of Use - \$800.00(\$100x8days)
E. Loss of Rental -	F. Others -
G. Medical Claims - -Undertake By Claimant ☐	Total Claim - \$15,341.30

We would appreciate if you could revert to us with an offer to settlement within **8 working weeks** as required under NIMA Protocol.

Enclosed are the following documents for your kind perusal:

(✓) Original Tax Invoice	(X) Discharge Voucher
(X) Car Rental Invoice/Agreement	(X) Original Photograph X _____
(✓) GIAS/Police Report/s	(X) Original/Photocopy Survey
(✓) Certificate of Insurance	(X) LTA Search Fees
(✓) Letter of Authority	(X) Medical Receipt

*Cheque is to be made payable to **BORNEO MOTORS (SINGAPORE) PTE LTD** & mail it to, Inchcape Bodycare Centre Level 4, Inchcape Centre, 2 Pandan Crescent, Singapore 128462, Attn: TPR Department*

Yours faithfully,

TPR Team

Claims Service Department

F:68727260 E: claimstatusenquiry@borneomotors.com.sg

(As this is a computer generated letter, no signature is required.)

LETTER OF AUTHORITY

ACCIDENT INVOLVING 8mk5738k and GBH6145K on 13/11/2021
Own vehicle's number Other vehicle's number Date of accident

along New Bridge Rd, Chinatown point, loading Bay @ Upper Hokien Street
Accident location

BY THE LETTER OF AUTHORITY, I/we, Lim Puay Huat
Name of Policy Holder & (If Passport/Company Registration) number

of #1 Lorong Marzuki, 8417108
Address of Policy Holder

owner of Vehicle Registration No. 8MK5738K hereby appoint **BORNEO MOTORS (SINGAPORE) PTE LTD** (hereinafter refers to **BMS**), a company incorporated in Singapore and having its registered office at 33 Leng Kee Road, Singapore 159102, to do all or any of the following:

1. To submit, resolve and make any claims which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number _____ taken up by *me/us and pay the compulsory excess in respect of the cost of repairs suffered by *me/us arising from the Accident (loss and damage).
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **BORNEO MOTORS (SINGAPORE) PTE LTD** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that **the letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by **BMS** of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 17 of the month Dec Year 20 21.

Signed & Delivered By:


(To be sign by the policy holder only)
**Please stamp the company chop for vehicle registered under a company's name

Witness By:



*delete as appropriate

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN00025002100 Claim No : SNM21D206702/C02/GBH6145K/CHEESC

Claimant : LIM PUAY HUAT

Amount : S\$15,341.30
SINGAPORE DOLLARS FIFTEEN THOUSAND THREE HUNDRED FORTY ONE
AND CENTS THIRTY ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SMK5738K

Insured Vehicle No. : GBH6145K

Date of Loss : 13/11/2021

Place of Accident : NEW BRIDGE ROAD CHINATOWN POINT LOADING BAY

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

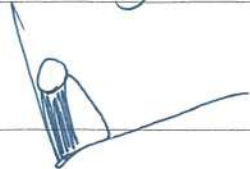
Insured Name : MONZONE AIR-CONDITIONING PTE LTD

Driver Name : NAY LIN HTUN

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	14,541.30
(3) Loss of Use/ Rental/Earning	S\$	800.00
(4) CIA/Police Reports/ Investigation Results/Search Fees	S\$	
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
TOTAL	S\$	15,341.30

Claimant Name : Lim Puay HuatNRIC No : 8XXXX156ZSignature : Date : 7/12/2022This settlement does not preclude/prejudice the
Claimant/Driver/Passenger for personal injury at
a later date should such a claim arises.



Borneo Motors

Inchcape

Co. Reg No. : 196700086Z
GST Reg No. : MR-8500000-9
No.2 Pandan Crescent
Singapore 128462, Tel no.: 6631 1388



TAX INVOICE

Account Details	Account No.	Customer Details
China Taiping Insurance (S) Pte Ltd 3 Anson Road #16-00 Springleaf Tower Singapore 079909 Attn: Motor Claims Dept	S1000003 / ICCI1	Mr Lim Puay Huat 41 Lorong Marzuki Singapore 417108 Mobile: 96320319
	Document No. 36010485	
	Document Date 11/01/2022	

Year	Model	Variant	Reg. Date	Reg. No.	Kilometers	Wip No.	Order No. / Remarks
2019	AXZH10R	AEXGB S1	16/04/2019	SMK5738K	48412	20323	31DS/SMK5738K/131121

Chassis No.	Engine No.	Terms	SA / Counter	Vehicle In	Collected On
JTHB21B1202041232	A25A5166348	60	Carine Yeo C L	08/12/2021 10.14	11/01/2022 16.31

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
16	5	L81496-60010 GUIDE, RR	2.00	3.50		7.00
17	6	L75895-78030 TAPE, MOULDING, NO.1	2.00	40.10		80.20
18	7	L75447-33200 PLATE, LUGGAGE COMPT	1.00	68.90		68.90
19	8	L75442-33540 PLATE, LUGGAGE COMPT	1.00	80.60		80.60
20	9	L64650-33040 CLOSER ASSY, LUGGAGE	1.00	1304.70		1304.70
21	0	L64401-33870 PANEL SUB-ASSY,	1.00	1022.50		1022.50
22	1	L52463-33070 PAD, RR BUMPER, LH	1.00	13.90		13.90
23	2	L52462-33070 PAD, RR BUMPER, RH	1.00	11.60		11.60
24	3	L52198-53020 BRACKET,RR BUMPER LH	1.00	5.90		5.90
25	4	L52197-53040 BRACKET,RR BUMPER RH	1.00	5.90		5.90
26	5	L52159-33986 COVER, RR BUMPER	1.00	1342.90		1342.90
27	6	L52105-33020 BUMPER SUB-ASSY, RR	1.00	683.70		683.70
28	7	L76801-33720 GARNISH SUB-ASSY,	1.00	563.70		563.70
29	8	L89997-30100 ANTENNA, ELECTRICAL	1.00	72.60		72.60

For & on behalf of Borneo Motors (Singapore) Pte Ltd	Customer's Signature	Charge Summary	Total	13,590.00
	Please acknowledge receipt of vehicle	Parts 5,925.50 Labour 7,448.00 Sublet 216.50 Lubrication/Fluid 0.00 Others 0.00	GST 7.00% 951.30 Less 0.00	
			Amount Due	14,541.30

Company Copy



Borneo Motors

Inchcape

Co. Reg No. : 196700086Z
GST Reg No. : MR-8500000-9
No.2 Pandan Crescent
Singapore 128462, Tel no.: 6631 1388



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China Taiping Insurance (S) Pte Ltd 3 Anson Road #16-00 Springleaf Tower Singapore 079909 Attn: Motor Claims Dept	S1000003 / ICCI1	Mr Lim Puay Huat 41 Lorong Marzuki Singapore 417108 Mobile: 96320319
	Document No. 36010485	
	Document Date 11/01/2022	

Year	Model	Variant	Reg. Date	Reg. No.	Kilometers	Wip No.	Order No. / Remarks
2019	AXZH10R	AEXGB S1	16/04/2019	SMK5738K	48412	20323	31DS/SMK5738K/131121

Chassis No.	Engine No.	Terms	SA / Counter	Vehicle In	Collected On
JTHB21B1202041232	A25A5166348	60	Carine Yeo C L	08/12/2021 10.14	11/01/2022 16.31

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
6	B	BP-LAB3 TO REMOVE AND TRANSFER REAR REVERSE CAMERA TO NEW BOOT (NETT)	*			216.50
7	Z	BP-SLANT SUPPLY BOOT SEALANT (NETT)				100.00
8	B	BP-LAB3 TO REMOVE AND RE-INSTALL REAR LUGGAGE TRIM, GARNISH ETC TO ENABLE REPAIR (NETT)	*			433.00
9	B	BP-LAB3 TO REMOVE AND TRANSFER REAR SENSOR TO NEW BUMPER, REPLACE IF DAMAGE (NETT)	*			216.50
10	B	BP-LAB3 TO CHECK WIRING AND LIGHTS FUNCTIONING AND CARRY OUT WATER LEAK TEST (NETT)	*			216.50
11	S	BP-SUBLET TO RESET ECU AND REPROGRAMME (NETT)	0742			216.50
12	1	L58387-33160 C0 PLATE, RR FLOOR	1.00	363.90		363.90
13	2	S52161-0K040 PIECE, RR BUMPER	20.00	4.10		82.00
14	3	L90975-02134 EMBLEM,SYMBOL	1.00	166.30		166.30
15	4	L89348-58130 CLIP, ULTRASONIC	4.00	12.30		49.20

For & on behalf of	Customer's Signature	Charge Summary	Total
Borneo Motors (Singapore) Pte Ltd	Please acknowledge receipt of vehicle	Parts	Less
		Labour	
		Sublet	
		Lubrication/Fluid	Amount Due
		Others	

Company Copy



Borneo Motors

Inchcape

Co. Reg No. : 196700086Z
GST Reg No. : MR-8500000-9
No.2 Pandan Crescent
Singapore 128462, Tel no.: 6631 1388



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2019	AXZH10R	AEXGB S1	16/04/2019	SMK5738K	48412	20323	31DS/SMK5738K/131121
Chassis No.		Engine No.	Terms	SA / Counter	Vehicle In		Collected On
JTHB21B1202041232		A25A5166348	60	Carine Yeo C L	08/12/2021 10.14		11/01/2022 16.31
L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount	
1	Z	BP-SUNDRY SUNDRIES T/P INS: CHINA TAIPING ACC DATE: 13.11.2021 T/P VEH: GBH6145K DATE IN: 08.12.2021 DATE SURVEY: RASUL (LKK) DATE AUTHORIZE: 06.12.2021 BY JASLIN FOR TP*DS* W LOU FOR 8 DAYS (7 WD + 1 SUN) AS RECOMMENDED				50.00	
2	B	BP-LAB3 TO REMOVE ALL NECESSARY PARTS TO ENABLE REPAIRING AND STRAIGHTEN ON REAR BUMPER, REAR PANEL, BOOT COVER AND FIX NEW PARTS	*			2598.00	
3	B	BP-RES3 TO RESPRAY PAINT ON REAR BUMPER, BOOT COVER, REAR PANEL AND BOOT SPOILER	*			2968.00	
4	B	BP-LAB3 TO REMOVE AND TRANSFER REAR BOOT'S COMPONENT AND MECHANISM TO NEW BOOT (NETT)	*			433.00	
5	B	BP-LAB3 TO REMOVE AND TRANSFER BOOT SPOILER TO ENABLE REPAIR (NETT)	*			216.50	
For & on behalf of Borneo Motors (Singapore) Pte Ltd			Customer's Signature		Charge Summary		Total
			Please acknowledge receipt of vehicle		Parts		Less
					Labour		
					Sublet		
					Lubrication/Fluid		Amount Due
					Others		

Company Copy

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Thursday, 25 November 2021 1:46 PM
To: 'MONZONE@SINGNET.COM.SG'
Cc: Admin A
Subject: ACCIDENT INVOLVING GBH 6145K & SMK 5738K ALONG/AT NEW BRIDGE RD ON 13/11/2021

Our Ref: CC3/CTI21011661/R1ra

MONZONE AIR-CONDITIONING PTE LTD – BY EMAIL ONLY

[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING GBH 6145K & SMK 5738K ALONG/AT NEW BRIDGE RD ON 13/11/2021

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 SMK 5738K against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as your driver was reversing and collided with Third Party's parked vehicle. Under Motor Accident Guide, Moving / Reversing vehicles must exercise greater caution than parked vehicles. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

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 | fax: 6741 4108

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

Hsiao Tong (LKKAUTO)

From: Chee So Chow <sochow.chee@sg.cntaiping.com>
Sent: Wednesday, 26 October 2022 1:44 PM
To: Cecilia Chong (LKK Auto); Mei Kwan (LKKAUTO)
Cc: Admin A
Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT *** LKK REF: CC3/CTI21011661/R1ga3

Hi Cecilia

On without prejudice, we agree to offer as proposed : \$15,341.30.

Please settle the claim with breakdowns so that we can recover GST for repair cost of \$14,541.30. Do not settle in global /lump sum.

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.

Thanks and Best Regards

Chee So Chow
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Main: (65) 6389 6116 | F: (65) 6222 5879
Email : claimsdept@sg.cntaiping.com

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

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From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Monday, April 25, 2022 9:30 AM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT *** LKK REF: CC3/CTI21011661/R1ga3

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Your ref : **SNM21D206702**

Our ref : CC3/CTI21011661/R1ga3

Dear Sirs/Madam,

ACCIDENT INVOLVING SMK 5738 K & GBH 6145 K ON 13.11.2021

We refer to the above matter.

OI reversed hit onto TPV. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**BORNEO MOTORS (S) PTE LTD**" at **\$15,341.30 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$29,179.01	\$14,541.30
2. Loss of Use (8days x \$100.00)	\$ 800.00	\$ 800.00 (8days x \$100.00)
3. LTA/ GIA Search Fee	\$ -	\$ -
Total	\$29,979.01	<u>\$15,341.30</u>

****07 days recommendation for repair + 1 weekend = 8 days.**

Enclosed here with all the relevant documents for your perusal.

For your approval/instruction please.

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.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: CeciliaChong@lkkauto.com | FAX: 6741-4108

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



Save the Earth. Print only when necessary.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Saturday, 2 April 2022 11:30 pm

To: Chee So Chow <sochow.chee@sg.cntaiping.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT *** LKK REF: CC3/CTI21011661/R1ra3

Dear Sir / Madam,

Thank you for your email.

This case has been reassigned to Cecilia.

Our respective case handler will look into the matter and get back to you in due course.

Hi Cecilia,

Kindly assist.

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 | 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.

From: Chee So Chow [<mailto:sochow.chee@sg.cntaiping.com>]

Sent: Saturday, April 2, 2022 10:48 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT *** LKK REF: CC3/CTI21011661/R1ra3

Hi all

We refer to email dated 2 Feb 2022.

Please advise whether you will be handling the matter.

NOTICE :

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Thanks and Best Regards

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Main: (65) 6389 6116 | F: (65) 6222 5879

Email : claimsdept@sg.cntaiping.com

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

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From: Chee So Chow

Sent: Wednesday, February 2, 2022 4:56 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Summer Lee (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT *** LKK REF: CC3/CTI21011661/R1ra3

Hi Jaslin

We received Letter of Demand form Borneo Motors.

For your action, please.

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Thanks and Best Regards

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Main: (65) 6389 6116 | F: (65) 6222 5879

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

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

Sent: Monday, December 6, 2021 6:05 PM

To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT *** LKK REF: CC3/CTI21011661/R1ra3

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Your Ref: SMK 5738K

Without Prejudice

LKK Ref: CC3/CTI21011661/R1ra3

Dear Sirs/Mdm,

ACCIDENT INVOLVING (GBH 6145K) AND (SMK 5738K) ON 13/11/2021

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above-mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorization of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Thank you.

“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.”

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, December 1, 2021 12:10 PM

To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT *** LKK REF: CC3/CTI21011661/R1ra3

Dear Carine,

As spoken, we will check and get back to you ASAP.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.

From: Carine Yeo TCBC [<mailto:carine.yeo@borneomotors.com.sg>]
Sent: Wednesday, December 1, 2021 12:09 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021 - URGENT
Importance: High

Reminder

SNM21D206702/C02/GBH6145K/CHEESC

Good morning So Chow

With reference to the above-mentioned.

Despite our numerous emails sent to you, we have yet to receive any reply from you.

We would appreciate if you could let us have your reply asap, as we need to update our client too.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247
EMAIL: carine.yeo@borneomotors.com.sg
Inchcape – Borneo Motors | 2 Pandan Crescent, S128462
www.borneomotors.com.sg | www.lexus.com.sg

From: Carine Yeo TCBC
Sent: Tuesday, 30 November 2021 9:37 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Meikwan@lkkauto.com; Chee So Chow <sochow.chee@sg.cntaiping.com>
Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021
Importance: High

Reminder

SNM21D206702/C02/GBH6145K/CHEESC

Good morning So Chow

With reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your

kind perusal.

As our client is claiming against your insured GBH 6145 K, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with either LOU @\$100 per day or Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

We would appreciate if you could let us have the surveyor list to choose from.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

www.borneomotors.com.sg | www.lexus.com.sg

From: Carine Yeo TCBC

Sent: Thursday, 25 November 2021 8:53 am

To: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>; Meikwan@lkkauto.com; Chee So Chow <sochow.chee@sg.cntaiping.com>

Subject: RE: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021

Importance: High

SNM21D206702/C02/GBH6145K/CHEESC

Good morning So Chow

With reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured GBH 6145 K, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with either LOU @\$100 per day or Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

We would appreciate if you could let us have the surveyor list to choose from.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo
Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

www.borneomotors.com.sg | www.lexus.com.sg

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 25 November 2021 8:49 am
To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>; Meikwan@lkkauto.com; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D206702/C02/GBH6145K/CHEESC / FW: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021
Importance: High

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Without Prejudice

Dear So Chow,

Please conduct PRS for SMK5738K.

Note: officer in charge Chee So Chow 63896176.

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: 太平獅城 Taiping SG

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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Wednesday, 24 November 2021 1:00 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: ACCIDENT INVOLVING VEHICLES SMK 5738 K & GBH 6145 K ON 13.11.2021
Importance: High

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.

Good afternoon Sir or Madam,

With reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured GBH 6145 K, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with either LOU @\$100 per day or Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

We would appreciate if you could let us have the surveyor list to choose from.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

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Motor Claims Assessor

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EMAIL: carine.yeo@borneomotors.com.sg

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