

## EzLyna (LKKAuto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Thursday, 1 June 2023 10:46 am  
**To:** EzLyna (LKKAuto); Admin A  
**Cc:** Claims Dept of CTI; Alfred Toh  
**Subject:** RE: {SEEK MANDATE} / SNM21D207330/C02/GBJ6922Z/TOHHS/Direct Settlement - Accident Involving GBJ 6922Z and SMZ 7720T (TP : LKK REF - CC3/CTI21012796/Kes3) on 15/12/2021

[Confidential]

LKK ref : CC3/CTI21012796/Kes3  
CTI ref: SNM21D207330/C02/GBJ6922Z/TOHHS

Dear Ezlyna

We refer to your email of 31 May 2023.

Please proceed to negotiate claim up to \$5,551.38 (all in).

Best Regards

Alfred Toh  
Assistant Manager  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** EzLyna (LKKAuto) <ezlyna@lkkauto.com>  
**Sent:** Wednesday, May 31, 2023 6:51 PM  
**To:** Alfred Toh <alfred.toh@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: {SEEK MANDATE} / SNM21D207330/C02/GBJ6922Z/TOHHS/Direct Settlement - Accident Involving GBJ 6922Z and SMZ 7720T (TP : LKK REF - CC3/CTI21012796/Kes3) on 15/12/2021

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[Confidential]

Your ref: SNM21D207330/C02/GBJ6922Z/TOHHS  
LKK ref : CC3/CTI21012796/Kes3

Dear Alfred,

ACCIDENT INVOLVING GBJ6922Z (CHINA TAIPING) AND SMZ7720T (TP) ON 15/12/2021

We refer to the above matter.

It is an accident under BOLA:Nil. based on TP's video footage. BOLA:Nil OI made an abrupt U-turn & collided onto TP which was travelling straight. We are of the view that liability is on our driver's.

We seek your approval to offer repairer "Trans-Cab Auto Services Pte Ltd" at \$5,551.38 (all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 14,674.25	\$ 4,717.93 (w/GST) PBP
2. Loss of Rental (7 days x 68)	\$ 476.00	\$ 476.00
3. Loss of Income (7 days x \$100)	\$ 700.00	\$ 350.00 (7 days x \$50)
4. LTA Search fee	\$ 7.45	\$ 7.45
Total	\$ 15,857.70	<b>\$ 5,551.38</b>

Surveyor recommended 5 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 25/04/2023 is only for mandate purpose.

Kindly let us have your approval / instruction. Thank you.

*\*I am working from home till 09.06.2023. If you wish to contact me, pls whatsapp call at 80287880 or email.*

Best Regards,  
**Ezlyna Eng** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto:Ezlyna@lkkauto.com) |  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Monday, August 15, 2022 5:11 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Jess <[jessler@singnet.com.sg](mailto:jessler@singnet.com.sg)>; [eeling@absgroup.sg](mailto:eeling@absgroup.sg); [Eric@absgroup.sg](mailto:Eric@absgroup.sg)

**Subject:** RE: SNM21D207330/C02/GBJ6922Z/TOHHS/Direct Settlement - Accident Involving GBJ 6922Z and SMZ 7720T (TP : LKK REF - CC3/CTI21012796/Kes3) on 15/12/2021

[Confidential]

**LKK REF - CC3/CTI21012796/Kes3**

**CTI REF - SNM21D207330/C02/GBJ6922Z/TOHHS (TPP CLAIM)**

Dear Asher

We refer to our email of 14 July 2022 pertaining to the above matter.

M/s Arasan Law Chambers has provided their client's video footage showing that Insured Driver was indeed making u-turning and NOT stationary as advised in their Accident report.

Please follow up on the third party property damage claim and keep us posted while we further negotiate with M/s Arasan Law Chambers on the third party personal injury claim against Insured's motor insurance policy.

**Best Regards**

**Alfred Toh**  
**Senior Executive**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #15-00 Springleaf Tower Singapore 079909**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Thursday, 14 July 2022 3:35 pm

**To:** Asher Sng (LKK Auto) <[ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Lim Lee Choo <[leechoo.lim@sg.cntaiping.com](mailto:leechoo.lim@sg.cntaiping.com)>; Alice Ng <[alice.ng@sg.cntaiping.com](mailto:alice.ng@sg.cntaiping.com)>; Josephine Tan <[josephine.tan@sg.cntaiping.com](mailto:josephine.tan@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>

**Subject:** SNM21D207330/C02/GBJ6922Z/TOHHS/Direct Settlement - Accident Involving GBJ 6922Z and SMZ 7720T (TP : LKK REF - CC3/CTI21012796/Kes3) on 15/12/2021

[Confidential]

**LKK REF - CC3/CTI21012796/Kes3**

**CTI REF - SNM21D207330/C02/GBJ6922Z/TOHHS**

Dear Asher

We refer to your email of 18 May 2022 pertaining to the above matter.

Please note that [we have spoken to Mr Andy of M/s Mobile 8 Pte Ltd](#) and was advised that [they did not and/or have not claimed third party](#) and he was not aware that there is third party property damage claim and Personal Injury claim (M/S ARASAN LAW has not copied to mutual client) against M/S MOBILE 8 PTE. LTD's motor insurance policy.

Attach herewith mutual client's [dispute on the claim](#) and information on the accident for **your attention and** await your update of the third party property damage in due course.

p.s. we shall copy M/S LKK AUTO in our next email/reply to Insured regarding this claim.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Jess <[jessler@singnet.com.sg](mailto:jessler@singnet.com.sg)>  
**Sent:** Thursday, 14 July 2022 1:46 pm  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** GBJ6922Z Claims

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Dear Mr. Alfred,

As per your conversation with Andy this morning, below are our opinions on the accident.

The vehicle was driven by my staff Tan Ming Jie and was involved in an accident.

We were not CC a copy of the other parties claim/LOD and hence have no idea of the claim until recently when we were trying to do a renewal of the policy to find out that it has risen so much.

As we mentioned, our vehicle has not suffered a damaged and the slight brush due to the collision of the two vehicles were so minor, we managed to clean off the affected part. I am not aware that there is any repair works done to our vehicle but there was a replacement car given to us for temporary use "while our vehicle is being repaired." I would urge China Taiping to investigate to check of there us any scams to the claims as i am not sure if my staff has gotten any benefits from the workshop for allowing them to repair my company's vehicle.

In the file "illustration of investigation", we have done measurements to the damaged part of the other party vehicle and suspect that the vehicle was damaged was there before the accident with our vehicle as the height for the damaged

part on their vehicle dont seem to be reachable for the bumper of my van. Also looking at the height on brush on my bumper, there is also no possibility on the wheels damaged on the other party vehicle. I suspect all these were not part of the damaged of this particular accident.

My staff was not injured and i wasn't told of any injury reported by hi,. Please help to check if there is any claims on my driver Tan Ming Jie Medical claims?

We were told the vehicle was sent for "inspection" for the case, we were not aware it was given to workshop for any restoration works because nothing was repaired on our vehicle. We have since made a police report on the claims which we felt shouldn't be imposed on our insurer and seek your company to do a thorough investigation on it.

Lastly as our policy has lapsed and we are unable to renew the road tax, we would like to ask if we can renew it now as per your quotation and in any case at the end of this claim closure, found that there was no claim made under this accident, can China Taiping make adjustment to the policy premium and refund the excess premium paid? Can you also please seek a discount for the renewal for my immediate renewal now?

Best Regards,

Jessica Ler  
96875888