

## Meng Yan

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**From:** Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>  
**Sent:** Wednesday, 9 March 2022 2:53 PM  
**To:** Meng Yan (LKK Auto); 'assignments'  
**Cc:** Claims Dept of CTI; sur@lkkauto.com  
**Subject:** FW: Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl  
**Attachments:** survey report.pdf; coloured photographs.pdf  
  
**Importance:** High

Dear Meng Yan,

We refer to the email below.

Please assists to conduct re-inspection.

Attached are the survey report and the photographs.

Thank you.

### **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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards

**Tan Kah Leong**  
Senior Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6193 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/)

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**From:** yenleng.phua@ksteoptr.com <yenleng.phua@ksteoptr.com>  
**Sent:** Wednesday, March 9, 2022 8:10 AM  
**To:** Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl  
**Importance:** High

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WITHOUT PREJUDICE

Dear Kah Leong,

Thank you for your email dated 25<sup>th</sup> January 2022.

Our client has confirmed re-inspection on 14<sup>th</sup> March 2022, Monday at 12.00pm at the following venue:

**Y2K AUDIO DESIGN**

Block 160 Sin Ming Drive  
#06-13 Sin Ming Auto City  
Singapore 575722

Person I/C : Mr C.F. Lee  
Contact : 6348 0060 / 9637 7738

Please inform your surveyor to be punctual.

Thank you.

Warmest Regards  
Yen Leng

M/s Teo Keng Siang LLC  
111 North Bridge Road  
#29-07/08 Peninsula Plaza  
Singapore 179098  
[Tel:6333 4222](tel:63334222) Fax: 6333 5676

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**From:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Sent:** Tuesday, 25 January 2022 6:13 pm  
**To:** [yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl

**Without Prejudice**

Dear Yen Leng,

We refer to your email below.

Strictly without admission of liability basis, since the Cost of Repair is not agreeable, we would like to conduct re-inspection on your client's vehicle.

Please let us have the date, time and place (7 days in advance) for our surveyor to conduct the re-inspection.

Thank you.

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Regards

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Assistant Executive  
Claims Department

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**From:** [yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com) <[yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com)>  
**Sent:** Monday, January 24, 2022 3:50 PM  
**To:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl

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WITHOUT PREJUDICE

Our email of even date has a typo error.

Please refer to this email.

We have our client's instructions to reject your offer and counter propose a global sum of \$46,350.00 for damages inclusive of cost and disbursement.

Kindly revert with your client's instructions soonest.

Thank you.

Warmest Regards  
Yen Leng

M/s Teo Keng Siang LLC  
111 North Bridge Road  
#29-07/08 Peninsula Plaza  
Singapore 179098

[Tel:6333 4222](tel:63334222) Fax: 6333 5676

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**From:** [yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com) <[yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com)>  
**Sent:** Monday, 24 January 2022 3:49 pm  
**To:** 'Tan Kah Leong' <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Cc:** 'Claims Dept of CTI' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl

WITHOUT PREJUDICE

We thank you for your email dated 20<sup>th</sup> January 2022.

We have our client's instructions to reject your offer and counter propose a global sum of \$446,350.00 for damages inclusive of cost and disbursement.

Kindly revert with your client's instructions soonest.

Thank you.

Warmest Regards  
Yen Leng

M/s Teo Keng Siang LLC  
111 North Bridge Road  
#29-07/08 Peninsula Plaza  
Singapore 179098  
[Tel:6333 4222](tel:63334222) Fax: 6333 5676

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**From:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Sent:** Thursday, 20 January 2022 4:44 pm  
**To:** [yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com)  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl

**Without Prejudice**

Dear Yen Leng,

We refer to your email below.

We reviewed the matter, and are prepare to counter-propose at global \$22,500.00(all-in) for your client's claim.

Please confirm acceptance.

Thank you.

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Regards

**Tan Kah Leong**  
Assistant Executive  
Claims Department

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**From:** [yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com) <[yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com)>  
**Sent:** Thursday, January 20, 2022 3:41 PM  
**To:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl

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WITHOUT PREJUDICE

Dear Kah Leong,

We thank you for your email dated 11<sup>th</sup> January 2022.

We have our client's instructions to reject your offer and counter propose as follows:

Cost of Repair - \$43,500.00  
Loss of Use(\$150 x 6 days) - \$900.00  
Survey Report - \$1,080.00  
LTA - \$7.49 (receipt as attached)  
Costs - \$909.50  
Total - \$46,396.99

Looking forward to your favourable reply.

Thank you.

Warmest Regards  
Yen Leng

M/s Teo Keng Siang LLC  
111 North Bridge Road  
#29-07/08 Peninsula Plaza  
Singapore 179098  
[Tel:6333 4222](tel:63334222) Fax: 6333 5676

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**From:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Sent:** Tuesday, 11 January 2022 5:29 pm  
**To:** Phua Yen Leng <[yenleng.phua@ksteoptr.com](mailto:yenleng.phua@ksteoptr.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** Your ref: TKSJ/Y582-ACC-45440.21/yl Our ref: SNM21D205974/C02/tankl

**Without Prejudice**

Dear Sirs/Mdm,

We refer to your letter dated 30.12.2021.

Strictly without admission of liability basis, we offer to settle your client's claim as follows:

Cost of Repair - \$18,000.00  
Loss of Use(\$150 x 4 days) - \$600.00  
Survey Report - \$1,080.00  
LTA - \$7.49 (Subject to proof)  
Costs - \$350.00  
Total - \$20,037.49

Please confirm acceptance.

Thank you.

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Assistant Executive

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