

Hsiao Tong (LKKAUTO)

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Wednesday, 11 May 2022 3:42 PM
To: Hsiao Tong (LKKAUTO)
Cc: Claims Dept of CTI; Admin A
Subject: RE: Direct Settlement - Accident Involving GBD2236D (OI : CTI - SNM22D202892/C02/TANKL) and SHD145A (TP : LKK REF - CC3/CTI22004019/Kpa3) on 26.04.2022

Dear Hsiao Tong,

We refer to your email below.

Please proceed to reject the third party claim accordingly.

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 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 | **FB:** www.facebook.com/chinataipingsg/

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, May 10, 2022 5:01 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD2236D (OI : CTI - SNM22D202892/C02/TANKL) and SHD145A (TP : LKK REF - CC3/CTI22004019/Kpa3) on 26.04.2022

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 Sirs/Mdm,

Thank you for your video.

Our insured video shows that traffic light was green in our driver's favour and our driver has the right of way.

In view of this, we are intending to reject third party claim.

For your approval please.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Wednesday, 4 May 2022 4:24 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBD2236D (OI : CTI - SNM22D202892/C02/TANKL) and SHD145A (TP : LKK REF - CC3/CTI22004019/Kpa3) on 26.04.2022

Dear Hsiao Tong,

Attached as per requested.

Thank you.

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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 | **FB:** www.facebook.com/chinataipingsg/

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, May 4, 2022 8:56 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD2236D (OI : CTI - TBA) and SHD145A (TP : LKK REF - CC3/CTI22004019/Kpa3) on 26.04.2022

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Hi Kah Leong,

We noted that our insured submitted a copy of video footage at the time of reporting.

Kindly share a copy of insured video for our viewing.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Friday, 29 April 2022 5:24 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBD2236D (OI : CTI - TBA) and SHD145A (TP : LKK REF - CC3/CTI22004019/Kpa3) on 26.04.2022

Dear Mei Kwan,

We refer to your email below.

Attached is our insured's accident report for your necessary action.

Please seek our mandate before any claims settlement.

Thank you.

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Regards

Tan Kah Leong

Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, April 28, 2022 5:38 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBD2236D (OI : CTI - TBA) and SHD145A (TP : LKK REF - CC3/CTI22004019/Kpa3) on 26.04.2022

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 Sirs/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 145A at M/s Trans-cab Auto Services Pte Ltd - Ang Mo Kio on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

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

*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.*

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 12 May 2022 9:37 AM
To: Ng Wai Yin; jasminetan@transcab.com.sg
Cc: claims@transcab.com.sg
Subject: Your Ref: SHD145A //LKK Ref: CC3/CTI22004019/Kpa3 [ACCIDENT INVOLVING GBD 2236D(AXA) AND SHD 145A ON 26/04/2022]
Attachments: GBD2236D Statement.pdf; GBD2236D VIDEO.mp4

Your Ref: **SHD145A**
LKK Ref: CC3/CTI22004019/Kpa3

Without Prejudice

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBD 2236D(AXA) AND SHD 145A ON 26/04/2022

We refer to the above matter.

Attached is a copy of our insured accident report and video for your easy reference. It shows that the traffic light was green in our insured's favour and our driver has the right of way.

In view of the above, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's matter.

Thank you.

“The video footage is confidential information and is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

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