

Hsiao Tong (LKKAuto)

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Sunday, 22 May 2022 4:39 PM
To: Hsiao Tong (LKKAuto)
Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Hi Hsiao Tong,

Agreed to proceed reject 3P claim.

NOTICE :

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Saturday, 21 May 2022 11:18 am
To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Subject: Re: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

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Dear Jacqueline,

We have reviewed the matter. Based on our insured video footage, it shows that our insured was travelling along 2nd lane from the right while third party filtered into our insured's lane and resulted the collision. Furthermore, we have spoken to our insured Mr Mg regards to this third party claim against his policy, he insisted that he did not change lane as alleged by third party and disputed on liability.

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

Kindly let us have your comments/instruction.

Thank you.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Friday, 20 May 2022 3:39 pm

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Hi Hsiao Tong,

Please see the screenshot below.

RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D



Jacqueline Tan

To: lkccsteam@gmail.com

Strictly Confidential



SG0F22550002-SMP3796D-11.mp4
11 MB



Presentation1.pptx
2 MB

Dear Hsiao Tong,

Enclosed the original VF and explanation from Insured for your necessary action.

Please discuss with us before proceed further.

Thank you.

Dear Jacqueline,

We know this case is on your good hands and you will do your level best to shift Liability against 3rd party driver.

I hope you will view my attached PowerPoint. In my views, the 3rd driver SLM3246C is changing lane and can have avoid this accident (BOLA – changing lane at fault).

If you view your insured video SMP3796D, he is travelling straight.

Thank you.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, 20 May 2022 3:13 pm

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

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Hi Jacqueline,

No video received in gmail.

Could you share a link for us to download the video?

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Thursday, 19 May 2022 4:30 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Hi Hsiao Tong,

VF sent.

Please check the gmail.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, 19 May 2022 4:22 PM

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

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Hi Jacqueline,

As spoken, we would like to request a copy of insured video(fast forward) for our necessary action.

You may send the video to lkksteam@gmail.com

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Thursday, 19 May 2022 3:32 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Hi Hsiao Tong,
Tried to call you twice today but can't get you.
Please give me a call if needed.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 17 May 2022 2:23 PM

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

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Hi Jacqueline,

Kindly call me. Thanks.

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Friday, 13 May 2022 3:18 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Hi Hsiao Tong,

Attached VF from Insured for your necessary action.

Thank you.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

From: Jacqueline Tan

Sent: Friday, 13 May 2022 3:11 pm

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Hi Hsiao Tong,

VF size too large to send out.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, 13 May 2022 2:29 pm

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

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

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

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Dear Jacqueline,

Kindly provide a copy of our insured video footage 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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Thursday, 12 May 2022 3:07 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Hi Hsiao Tong,

Please proceed as proposed.

Thank you.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 11 May 2022 9:08 AM

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

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

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

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Hi Jacqueline,

Attached is a coy of third party video for your easy reference.

From third party video, it is likely that both parties were changing into the same lane and resulted the collision. We are of the view that BOLA 19 is applicable.

Kindly let us have your comments/instruction for us to proceed further.

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Monday, 9 May 2022 2:22 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Dear Hsiao Tong,

Please assist to request video footage from TP claimant.

Thank you.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

NOTICE :

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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From: Jacqueline Tan

Sent: Friday, 6 May 2022 5:24 PM

To: 'Meikwan@lkkauto.com' <Meikwan@lkkauto.com>; 'chewht@lkkauto.com' <chewht@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>

Subject: RE: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Dear LKK,

Enclosed Insd SAS for your necessary action.

Please request video footage from Insured and seek our approval before commit on liability.

Thank you.

*Password will follow with next email.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 6 May 2022 2:14 pm
To: 'Meikwan@lkkauto.com' <Meikwan@lkkauto.com>; 'chewht@lkkauto.com' <chewht@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>; Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Subject: O/R: SNM22D203050/C02/SMP3796D/TANCHC / FW: Direct Settlement - Accident Involving SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

Dear Sir,

Please note that officer in charge for this case is Jacqueline Tan.

Claim no SNM22D203050/C02/SMP3796D/TANCHC.

Dear Jacqueline,

Pls revert LKK.

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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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 6 May 2022 12:49 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 SMP3796D (OI : CTI - TBA) AND SLM3246C (TP : LKK REF - CC6/CTI22004193/pa3) on 04/05/2022

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Dear Sir / Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s MG Solution Pte Ltd - Kaki Bukit and TP repairer proposed for a direct settlement.

Please note that no survey done yet.

Enclosed for your perusal is:

- TP statement

Kindly let us have a copy of your insured's GIA report and claim ref 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

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.