

## EzLyna (LKKAUTO)

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**From:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Wednesday, 3 May 2023 3:00 pm  
**To:** EzLyna (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Hi Elyna,

We refer to your email below.

Please submit your SR with Invoice if survey conducted.

Thank you.

Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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**From:** EzLyna (LKKAUTO) <ezlyna@lkkauto.com>  
**Sent:** Monday, March 27, 2023 11:31 AM  
**To:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

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Dear Jacqueline,

We refer to our earlier tele conversation.

Please find enclosed reply from Third Party's Workshop -Bifrost. Thank you.

With warmest regards,

Ezlyna

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**From:** EzLyna (LKKAUTO)  
**Sent:** Monday, March 27, 2023 10:21 AM

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Dear Jacqueline,

We refer to our previous tele conversation.

Please find enclosed email correspondence with TP WS – Ms Janice.

Dear Janice,

We refer to your email below.

We are unable to consider your client's claim at 50/50. Our insured is not at fault. He signalled & check clearance of traffic before moving from the indicator light was on, instead of making the decision to overtake our insured against the traffic flow at the bend.

Thank you.

With warmest regards,  
Ezlyna

After the email above, followed by tele conversation with Ms Janice, she told me they will close case. We will submit our bill to your good office.

Thank you.

With warmest regards,  
Ezlyna

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**From:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Thursday, February 9, 2023 9:51 AM

**To:** Ezlyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Lyna,

Please remain reject as:

1. From the screenshot from VF, shown only right signal light on.



2. 3P overtakes Insured from the right against the flow of traffic.



Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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**From:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Sent:** Wednesday, 8 February 2023 2:54 pm

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

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Dear Jacqueline,

We refer to your email below.

We have emailed TP WS to reject this claim. However, TP WS argue that :-

1. Their driver thought the hazard light was on, this is why my driver decided to overtake our insured slowly.
2. Our insured already cut onto their driver lane when he started to move off.

Hence, they would like to counter propose to settle @50/50 for this case, as from their point of view that both parties were at fault.

Kindly advise. Thank you.

With warmest regards,  
Ezlyna

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**From:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Tuesday, 20 December 2022 3:31 pm

**To:** Ezlyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Dear Ezlyna,

Based on the VF submitted by 3P claimant.

It clearly shows that our Insured right signal is on. 3P overtakes Insured from the right against the flow of traffic.

Please assist in rejecting the 3P claim based on BOLA 33.

	T-JUNCTION			
33.		Vehicle X- Overtaking from the right Vehicle Y- Changing lane or turning  Reason: Vehicle should not overtake from the right against the flow of traffic	100%	0%

Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

---

**From:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Sent:** Tuesday, 20 December 2022 2:36 pm

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

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Dear Jacqueline,

We refer to your email below.

Yes, I have communicated with Insured, they are agreed on our assessment of 50/50 on this case. They are also aware the excess if case settled at 50/50.

Thank you.

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:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Thursday, 15 December 2022 12:20 PM

**To:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Hi Ezlyna,

Did you spoke with Insured? When?

If so, did Insured accept your view on 50/50?

Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

---

**From:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Sent:** Thursday, 15 December 2022 11:00 am

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

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Your ref: SNM22D203329/C02/PC7684A/TANCHC

LKK ref : CC6/CTI22004539/ea3

Dear Jacqueline,

ACCIDENT INVOLVING PC7684A (CHINA TAIPING) AND SHA4140C (TP) ON 12/05/2022

We refer to the above matter.

This is an accident scenario when Insured driver wanted to move from stationary position and collided with Third Party which is overtaking from behind. Kindly review enclosed video footage. We are of the view that liability is 50% on our driver's as both parties need to exercise cautions when moving out from stationary position & when overtaking.

We seek your approval to offer repairer "Bifrost Auto Pte Ltd" at \$6,588.80 (all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 34,650.84	\$ 10,914.00 (inclusive of GST)
2. Loss of Rental (13 days X \$110.67)	\$ 1,438.71	\$ 1,438.71 (13 days X \$110.67)
3. Loss of Income (13 days x \$80)	\$ 1,040.00	\$ 650.00 (13 days x \$50)
	\$ 37,129.55	\$13,002.71
50% Liability	\$ 18,564.77	\$ 6,501.35
4. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
5. Towing Fee	\$ 80.00	\$ 80.00
<b>Total</b>	<b>\$ 18,652.22</b>	<b>\$ 6,588.80</b>

Surveyor recommended 10 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 12/12/2022 is only for mandate purpose.

Kindly let us have your approval / instruction.

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)

---

**From:** EzLyna (LKKAuto)

**Sent:** Thursday, 10 November 2022 6:03 PM

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Dear Jacqueline,

Content noted with thanks.

With warmest regards,

Ezlyna

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**From:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Thursday, 10 November 2022 3:44 PM

**To:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Hi Ezlyna,

Please obtain VF from 3P before proceed DS.

**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,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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



---

**From:** EzLyna (LKKAUTO) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>

**Sent:** Thursday, 10 November 2022 3:23 pm

**To:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

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Dear Jacqueline,

We refer to your email below.

Please find enclosed a copy of SHA4140C's GIA report. Based on the taxi driver sketch plan & statement, taxi travelled the same direction as our insured's driver.

Thank you.

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)

---

**From:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Thursday, 19 May 2022 2:25 PM

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

**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

PASSWORD: [PC7684A2101](#)

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto: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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Jacqueline Tan  
**Sent:** Thursday, 19 May 2022 2:24 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Dear Asher,

Enclosed Insd SAS for your necessary action.

Please request VF from 3P as Insured mentioned 3P comes from opposite road and occurs.

Pass word will sent with next email.

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto: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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Tuesday, 17 May 2022 11:35 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Subject:** O/R: SNM22D203329/C02/PC7684A/TANCHC / FW: Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

Dear Sir,

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

Claim no SNM22D203329/C02/PC7684A/TANCHC.

Dear Jacqueline,

Pls revert LKK.

NOTICE :

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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

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Sunday, 15 May 2022 1:41 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

**Subject:** Direct Settlement - Accident Involving PC7684A (OI : CTI - TBA) and SHA4140C (TP : LKK REF - CC6/CTI22004539/ea3) on 12/05/2022

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Dear Sir/ Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Bifrost Auto Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- LTA search

Note : no survey done yet.

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

Please take note that the case handler in-charge is Asher.

***To check availability of the case handler, you may contact the undersigned.***

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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***