

Hsiao Tong (LKKAuto)

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Sent: Wednesday, 27 July 2022 2:16 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Hi Hsiao Tong

Please proceed to reject claim.

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.

Thanks & Best Regards,
Cecilia Lee
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6224 7175

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 27 July 2022 12:14 pm
To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

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 Cecilia,

We attached here with a copy of OI video for your easy reference.

Based on OI video, we are of the view that liability is down against third party as third party was making a right turn on go straight only lane.

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

For your approval/instruction please.

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Monday, 25 July 2022 4:50 PM

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

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

Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Hi Hsiao Tong

OI reported there's VF available. Please liaise with OI for the said VF.

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Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

Sent: Friday, 22 July 2022 10:23 am

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

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

Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

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.

Hi Cecilia,

Please be informed that third party has no evidence/video/photos for this matter.

We await your further instruction.

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Thursday, 21 July 2022 12:28 PM

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

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

Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Hi Hsiao Tong

Our earlier conversation refers.

Please obtain scene photos/VF from third party.

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Thanks & Best Regards,

Cecilia Lee

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

Sent: Wednesday, 20 July 2022 5:31 pm

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

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

Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

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Hi Cecilia,

Please advise if policy issue is cleared and whether we can proceed DS.

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: Hsiao Tong (LKKAuto)

Sent: Thursday, 2 June 2022 9:34 AM

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

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

Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Dear Cecilia,

Contents noted.

We await your further instruction.

Enclosed for your perusal is: -

- Estimated cost of repair.
- Preliminary advice.
- Photographs of TP vehicle in its damaged condition.

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: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

Sent: Tuesday, 31 May 2022 9:15 PM

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

Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Hi Hsiao Tong

Attached OI's SAS.

PW = plate no.

There's policy issue pending clarification, no direct settlement.

Thank you.

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Best Regards,

Cecilia Lee

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6224 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 31 May 2022 5:59 pm
To: 'Meikwan@lkkauto.com' <Meikwan@lkkauto.com>; 'admin-a@lkkauto.com' <admin-a@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Cecilia Lee <cecilia.lee@sg.cntaiping.com>
Subject: O/R: SNM22D203591/C02/SMW8835E/LEEPG / FW: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

Dear Sir,

Please note that officer in charge for this case is Cecilia Lee.

Claim no SNM22D203591/C02/SMW8835E/LEEPG.

Dear Cecilia,

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

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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 31 May 2022 3:16 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Direct Settlement - Accident Involving SMW8835E (OI : CTI - TBA) AND SLB6125G (TP : LKK REF - CC6/CTI22005027/Upa3) on 21/05/2022

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 Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLB 6125G at M/s Fastech Auto Pte Ltd - Kaki Bukit on 27/05/2022 on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Photographs of TP vehicle in its damaged condition

Please be informed that the estimated cost of repair is not ready yet.

We will get back to you on preliminary advice.

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

Please 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.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 27 July 2022 4:37 PM
To: Wu Jinee
Cc: Jason
Subject: RE: FASTECH REF: SLB 6125G DOA: 21.05.2022 YOUR REF: SMW 8835E //LKK Ref: CC6/CTI22005027/Upa3
Attachments: SMW8835E VIDEO.mp4

Without Prejudice

Dear Sirs/mdm,

Attached is a copy of our insured's car video footage for your easy reference. Based on our insured's video, we are of the view that our insured is not liable for the accident as your client was making a right turn on go straight only lane.

In view of this, we regret to inform you that we have our principal instruction to deny liability.

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: Wu Jinee <jinee.wu@fastechauto.com.sg>
Sent: Thursday, 21 July 2022 4:37 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: FASTECH REF: SLB 6125G DOA: 21.05.2022 YOUR REF: SMW 8835E //LKK Ref: CC6/CTI22005027/Upa3

[Without Prejudice](#)

Dear Hsiao Tong,

Enclosed is the letter / document for your necessary attention.

We were sorry for that, we have no any picture, video and document of police investigation result.

Thank you.

Best Regards,
Wu JinEe
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
Autobay Singapore 417883
Tel: 6746 5405
Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, July 21, 2022 3:21 PM
To: Wu Jinee <jinee.wu@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: FASTECH REF: SLB 6125G DOA: 21.05.2022 YOUR REF: SMW 8835E //LKK Ref: CC6/CTI22005027/Upa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference.

As per China Taiping instruction, we would like to request for evidences (ie: video footage/ scene photos / PIR) for our necessary action.

Appreciate an early reply.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Hsiao Tong (LKKAuto)
Sent: Wednesday, 8 June 2022 8:42 AM
To: Wu Jinee <jinee.wu@fastechauto.com.sg>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: RE: FASTECH REF: SLB 6125G DOA: 21.05.2022 YOUR REF: SMW 8835E //LKK Ref: CC6/CTI22005027/Upa3

Without Prejudice

Dear Sirs/Mdm,

We acknowledge receipt of your email dated 07/06/2022.

We will look into the matter and get back to you.

Thank you.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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: Wu Jinee <jinee.wu@fastechauto.com.sg>
Sent: Tuesday, 7 June 2022 5:31 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Jason <Jason@fastechauto.com.sg>
Subject: FASTECH REF: SLB 6125G DOA: 21.05.2022 YOUR REF: SMW 8835E

Without Prejudice

Dear Sir / Madam,

Enclosed with the LOD documents to support the claim.

Kindly look into the matter and let us hear from you on the settlement as soon as possible.

Thank you

Best Regards,
Wu JinEe
Fastech Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-46/48/50
Autobay Singapore 417883
Tel: 6746 5405
Fax: 6745 8520