

EzLyna (LKKAUTO)

From: EzLyna (LKKAUTO)
Sent: Monday, 27 March 2023 11:20 AM
To: Jacqueline Tan; claimsdept@sg.cntaiping.com
Cc: Admin A
Subject: RE: SNM22D203403/C01/SLC9321G/TANCHC / RE: Details of claimant
Attachments: Letter to Insured.pdf

Dear Jacqueline,

We refer to your email below and our previous tele conversation.

I have called OI. According to him, he was told by his friend that his car was involved in the minor accident. His friend also informed him that third party (the taxi driver) has no intention to claim (no evidence proof). He insists his friend to make an accident report by provided his personal details. He did not have a copy of accident report lodged by his friend.

He is planning to sell his car and found out from the insurance agent that there will be no reimburse from the remaining policy due to accident claim. He was curious as he did not receive any letter and he has totally forgot about that accident. Explained to him that based on accident report, his friend only provided his h/p number. All correspondence contact including email & mailing address were his friend – the driver.

We also informed OI that based on Singapore Motor Accident Guideline, we will handle & settle third party claim. OI has no dispute on it.

We have emailed OI with a copy of accident report (pls find enclosed).

Thank you.

With warmest regards,
Ezlyna

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, March 27, 2023 10:33 AM
To: Roland Chan <rcyc1212@gmail.com>
Cc: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Subject: RE: SNM22D203403/C01/SLC9321G/TANCHC / RE: Details of claimant
Importance: High

Message Classification: Confidential

Dear Mr. Chan,

We refer to your email below.

Please be advised that the third-party vehicle, SHC5331B, is filing a third party property claim against your motor policy.

We have appointed LKK Auto Consultants Pte Ltd, to administer the said claim on our behalf and they will contact you for more information about the accident. Kindly render your assistance and co-operation accordingly.

Please contact our claims department at 6389 6185 should you require our assistance or clarification.

Enclosed accident statement for your perusal.

**** Note: Password for the attachment would be the combination of your plate number + last 4 characters of NRIC (all in CAPITAL)**

Dear Ezlyna,

Please assist to give Insured a call.

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

cc. LKK Auto Consultants Pte Ltd

Attn: EzlynaEng

Ref: CC3/CTI22007783/Kea3

Contact No: 62563561

Via email address: ezlyna@lkkauto.com

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

Sent: Monday, March 27, 2023 10:14 AM

To: Roland Chan <rcyc1212@gmail.com>; Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Subject: O/R: SNM22D203403/C01/SLC9321G/TANCHC / RE: Details of claimant

Dear Sir,

Kindly note case handler is Jacqueline Tan.

Dear Jacqueline,

Fya.

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: 太平狮城 Taiping SG

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From: Roland Chan <rcyc1212@gmail.com>

Sent: Friday, March 24, 2023 10:44 PM

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

Subject: Details of claimant

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With reference to the 'claim dated on 15-05-2022 , third party vehicle SHC5331B / TRANS-CAB SERVICES PTE LTD'.

Can you provide me the details of this claim as I have not been inform of any such case and also who is the person that make this claimant.

Thank you.