

## Meng Yan (LKK Auto)

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**From:** Meng Yan (LKK Auto)  
**Sent:** Friday, 28 October 2022 8:19 PM  
**To:** Pauline Tham; SUR; assignments  
**Cc:** Claims Dept of CTI  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

Re-send

Dear Pauline,

Please provide relevant document for paper survey.

Thank you.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Meng Yan (LKK Auto) <mengyan@lkkauto.com>  
**Sent:** Thursday, 27 October 2022 10:12 AM  
**To:** Pauline Tham <pauline.tham@sg.cntaiping.com>; SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

Dear Pauline,

Please be informed that no documents found in Merimen.

Kindly advise. Thank you.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Wednesday, 26 October 2022 3:25 PM  
**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

**Without Prejudice**  
**Save as to Cost**

Hi Caroline,

We will proceed with paper survey.

Please hold hands while we wait for the survey report.

Hi LKK,

Please conduct paper survey asap.

Documents in Merimen.

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | 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:** 太平狮城 Taiping SG

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**From:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>  
**Sent:** Wednesday, October 26, 2022 3:01 PM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

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**Without Prejudice**

Dear Pauline

Please let us have the recommended amount after paper survey then we will take our client instruction.

Thank you

Please note that our office will still be tele-commuting. Please correspond with us through email only.

As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.

Stay safe. Stay healthy.

Regards,

**Caroline Secretary to Mr Charles Hoon**

**A P** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)

Singapore UEN No.: 201939937D

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Wednesday, 26 October 2022 2:55 pm

**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>

**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

**Without Prejudice**

**Save as to Cost**

Hi Caroline

We agree to paper survey if your client is able to accept the recommended repair cost proposed by LKK.

If not, we will still have to conduct re-inspection.

Please let us know if your client is ok with that.

Please hold hands while negotiation is still in progress.

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | 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:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>  
**Sent:** Wednesday, October 26, 2022 2:46 PM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

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## **Without Prejudice**

Dear Pauline,

Good day

We are instructed by our client to proposal with paper survey as our client's vehicle had rent out.

Please let us have an update if you are agreeable with paper survey.

Thank you

**Please note that our office will still be tele-commuting. Please correspond with us through email only.**

**As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.**

**Stay safe. Stay healthy.**

Regards,

**Caroline Secretary to Mr Charles Hoon**

**AP** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)

Singapore UEN No.: 201939937D

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Wednesday, 26 October 2022 11:42 am

**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>; [sur@lkkauto.com](mailto:sur@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>

**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

**Without Prejudice**  
**Save as to Cost**

Hi Caroline

Due to the huge repair cost and difference in advice involved, we would like to conduct re-inspection on your client's vehicle.

Please let us know the available date, time and location (Monday -Friday within working hours) for re-inspection. .

Please hold hands while we wait for your reply.

Hi LKK

Please take note

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

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**From:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>  
**Sent:** Wednesday, October 26, 2022 11:12 AM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

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## **WITHOUT PREJUDICE**

Dear Pauline

Good day

Thank you for your offer, however we are instructed by our client to reject your offer.

Purely for the sake of a swift and an amicable settlement and subject to our client's instructions, we are prepared to advise him at a **global sum of \$24,500.00 (all in).**

We look forward to your acceptance and for your discharge voucher for our client's execution

Thank you.

**Please note that our office will still be tele-commuting. Please correspond with us through email only.**

**As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.**

**Stay safe. Stay healthy.**

Regards,

**Caroline Secretary to Mr Charles Hoon**

**A P** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)

Singapore UEN No.: 201939937D

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Wednesday, 26 October 2022 10:40 am  
**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>

Cc: Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>

Subject: RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

**Without Prejudice**  
**Save as to Cost**

Hi Caroline

Our offer as follows:

Cor	\$	9,600.00	
Lou	\$	1,000.00	(10days x \$100)
@80%	\$	8,480.00	
Survey	\$	600.00	
LTA	\$	7.29	
Police report & search	\$	29.00	
Cost	\$	450.00	
Total :	\$	9,566.29	

Please hold hands while negotiation is in progress.

Please reply favorably.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | 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: 太平狮城 Taiping SG

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---

**From:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>  
**Sent:** Tuesday, October 25, 2022 3:45 PM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

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**Without Prejudice**

Dear Pauline

Good day

Please find the attached video as requested.

Thank you

**Please note that our office will still be tele-commuting. Please correspond with us through email only.**

**As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.**

**Stay safe. Stay healthy.**

Regards,

**Caroline Secretary to Mr Charles Hoon**

**AP** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)

Singapore UEN No.: 201939937D

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Tuesday, 25 October 2022 3:09 pm

**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>

**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>

**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

**Without Prejudice**

**Save as to Cost**

Hi Caroline

WE would like to request for video footage.



Please hold hands while we wait for your reply.

Thanks.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | 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:** 太平狮城 Taiping SG

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**From:** Pauline Tham  
**Sent:** Friday, October 21, 2022 2:04 PM  
**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** RE: OUR REF: SNM22D201759 /C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP

**Without Prejudice**  
**Save as to Cost**

Hi Caroline

Thanks for the reminder.

Please hold hands while we wait for approval.

We will send you the offer by next week.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

Thanks.

**Pauline Tham**  
Claims Department

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

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**From:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>  
**Sent:** Thursday, October 20, 2022 2:41 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** RE: OUR REF: SNM22D201759/C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP LOD ACKNOWLEDGEMENT

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## **WITHOUT PREJUDICE**

Dear Sirs,

We refer to the above matter.

It has passed the NIMA Protocol Period since we sent out our Letter of Demand.

Please revert with an offer in order for us to proceed further.

We would greatly appreciate your immediate attention to this matter.

We appreciate your prompt attention to the abovementioned Property Damage Claim, and look forward to receiving your early response with an offer.

Thank you.

**Please note that our office will still be tele-commuting. Please correspond with us through email only.**

**As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.**

**Stay safe. Stay healthy.**

Regards,

**Caroline Secretary to Mr Charles Hoon**

**AP** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)

Singapore UEN No.: 201939937D

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Thursday, 18 August 2022 6:41 pm  
**To:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>  
**Subject:** OUR REF: SNM22D201759/C02/YQ134L/THAMYL & YOUR REF. AP/2022/004677, SLJ1362D, TPP LOD  
ACKNOWLEDGEMENT

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear Sir / Madam

We acknowledge receiving letter of demand on 12<sup>th</sup> August 2022 with enclosures on 12<sup>th</sup> August 2022.

Please be assured that your claim is receiving our attention. We will contact you should we require additional information or other documents relating to the claim.

Kindly take note that this acknowledgement should not be construed as an admission of liability.

Please contact our claims department **Pauline Tham 6389 6541** the officer in charge or **6389 6116** should you require our assistance or clarification.

**\*Kindly quote our claim reference number when replying.\***

**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. . Any inconvenience caused is much regretted.**

Thank you

Angie Foo  
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:** Caroline <[caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)>

**Sent:** Friday, August 12, 2022 11:46 AM

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

**Cc:** Charles Hoon <[charles@aplp.com.sg](mailto:charles@aplp.com.sg)>

**Subject:** NEW LOD: Our ref :AP/2022/004677; RTA ON 14 MARCH 2022 AT ABOUT 1205 HRS INVOLVING MOTOR VEHICLES NO(S). SLJ1362D AND YQ134L ALONG SERANGOON NORTH AVENUE 1

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## **WITHOUT PREJUDICE**

Dear Sirs

We refer to the above matter.

Please find attached a copy of our Letter of Demand dated **12-08-2022** together with all the supporting documents for your attention.

Kindly acknowledge receipt.

Thank you.

**Please note that our office will still be tele-commuting. Please correspond with us through email only.**

**As we have limited access to your matter and we may take a longer time to respond to you. We apologise for any inconvenience caused.**

**Stay safe. Stay healthy.**

Regards,

**Caroline Secretary to Mr Charles Hoon**

**AP** Law Practice LLC

151 Chin Swee Road #10-03/05 Manhattan House, Singapore 169876

T: 6955 8899 F: 6900 9899 E: [caroline@aplp.com.sg](mailto:caroline@aplp.com.sg)

Singapore UEN No.: 201939937D

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