

EzLyna (LKKAUTO)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Friday, 31 March 2023 12:12 pm
To: EzLyna (LKKAUTO); Mei Kwan (LKKAUTO); Admin A
Cc: Claims Dept of CTI; Hsiao Tong (LKKAUTO); Alfred Toh
Subject: RE: PRIVATE SETTLEMENT / VIDEO FOOTAGE / Direct Settlement - Accident Involving SFQ8888S (OI : SNM23D200099/C02/ SFQ8888S/TOHHS) and SDP193U (TP : LKK REF - CC6/CTI23001282/Kpa3) on 01/01/2023

LKK REF - CC6/CTI23001282/Kpa3
CTI REF - SNM23D200099/C02/ SFQ8888S/TOHHS

Dear Ezlyna

Contents of your email noted.

We await your bill for services rendered before we close the claim file.

Best Regards

Alfred Toh
Assistant Manager
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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

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From: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Sent: Friday, March 31, 2023 11:06 AM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE:PRIVATE SETTLEMENT / VIDEO FOOTAGE / Direct Settlement - Accident Involving SFQ8888S (OI : SNM23D200099/C02/ SFQ8888S/TOHHS) and SDP193U (TP : LKK REF - CC6/CTI23001282/Kpa3) on 01/01/2023

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Dear Alfred,

We refer to the above matter.

Please find enclosed herewith :- 1) Private Settlement signed by both parties; 2) Taxi Invoice & 3) Giro payment by OI.

Our insured has reached private settlement with third party. OI concerns about the premium on his next renewal which is due soon. Kindly forward to your colleague which is in charge for the renewal of our OI's policy.

Your kind co-operation is much appreciated. We will submit our WP bill soon. Thank you.

With warmest regards,
Ezlyna

From: Ezlyna (LKKAUTO)

Sent: Friday, March 10, 2023 10:54 AM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Subject: RE: VIDEO FOOTAGE / Direct Settlement - Accident Involving SFQ8888S (OI : SNM23D200099/C02/SFQ8888S/TOHHS) and SDP193U (TP : LKK REF - CC6/CTI23001282/Kpa3) on 01/01/2023

Dear Alfred,

We refer to your email below.

We have received reply via email from our insured SFQ8888S asking for the settlement amount. This morning Insured Mr Steve Seah called us that he is intend to do private settlement with third party. He told us he was offered \$600 previously for private settlement. Informed OI that once car sent in to submit claim, amount will be different. Insured concerns about his NCD & premium on the renewal soon.

Our surveyor has finalized the repair cost with TP workshop (enclosed) @\$850.00 and LOU \$150.00 - \$1,000.00. Third party workshop also confirmed there is no personal injury claim for this accident.

Will forward the quotation from Third party workshop to Insured Mr Steve Seah. Please confirm if we may submit surveyor fee to China Taiping or Insured should pay us? If China Taiping bear our surveyor fee, will that affect Insured's premium?

Your kind reply is much appreciated. Thank you.

**I am working from home from 06~17.03. 2023. If you wish to contact me, pls whatsapp call at 80287880 or email.*

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Thursday, March 9, 2023 2:38 PM

To: Ezlyna (LKKAUTO) <ezlyna@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: VIDEO FOOTAGE / Direct Settlement - Accident Involving SFQ8888S (OI : SNM23D200099/C02/SFQ8888S/TOHHS) and SDP193U (TP : LKK REF - CC6/CTI23001282/Kpa3) on 01/01/2023

Hi Ezlyna

We are in receipt of your email and third party video footage and await your further advice on the claim.

Best Regards

Alfred Toh
Assistant Manager
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
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From: Ezlyna (LKKAuto) <ezlyna@lkkauto.com>

Sent: Thursday, March 9, 2023 11:57 AM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE:VIDEO FOOTAGE / Direct Settlement - Accident Involving SFQ8888S (OI : SNM23D200099/C02/SFQ8888S/TOHHS) and SDP193U (TP : LKK REF - CC6/CTI23001282/Kpa3) on 01/01/2023

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Dear Alfred,

We refer to the above matter.

Please find enclosed a copy of video footage provided by Third Party' workshop.

Based on the video footage, Third party vehicle (SDP193U) was in stationary position and from the video (start from 20 seconds on the video footage) there was a movement (collision happened). Later insured stopped his car ahead on most right lane and started to take photos. We are of the view that Third party's accident statement was matched with the video footage on this accident.

On 13.02.2023 our colleague Ms Hsiao Tong has received an email from your good office stated that Insured disputing on third party claim against him. We will write to our insured that liability is not in his favour based on video footage.

Will update if we receive feedback from our Insured. Thank you.

*I am working from home from 06~17.03. 2023. If you wish to contact me, pls whatsapp call at 80287880 or email.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Monday, February 13, 2023 4:03 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: Direct Settlement - Accident Involving SFQ8888S (OI : SNM23D200099/C02/ SFQ8888S/TOHHS) and SDP193U (TP : LKK REF - CC6/CTI23001282/Kpa3) on 01/01/2023

Dear Sirs

We refer to the above matter.

Attach herewith Insured's SAS report for your attention and necessary action.

Best Regards

Alfred Toh

Assistant Manager

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Email: claimsdept@sg.cntaiping.com

alfred.toh@sg.cntaiping.com

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 13 February 2023 11:40 am

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: SNM23D200099/C02/ SFQ8888S/TOHHS / RE: Direct Settlement - Accident Involving SFQ8888S (OI : CTI - TBA) and SDP193U (TP : LKK REF - CC6/CTI23001282/Kpa3) on 01/01/2023

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Dear Alfred,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

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

Sent: Tuesday, 7 February 2023 5:47 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: O/R: SNM23D200099/C02/ SFQ8888S/TOHHS / RE: Direct Settlement - Accident Involving SFQ8888S (OI : CTI - TBA) and SDP193U (TP : LKK REF - CC6/CTI23001282/pa3) on 01/01/2023

Dear all,

Please note that officer in charge for this case is Alfred Toh.

Claim no SNM23D200099/C02/ SFQ8888S/TOHHS.

Dear Alfred,

Pls revert LKK.

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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