

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 31 July 2024 10:14 AM
To: claimsdept@sg.cntaiping.com
Cc: Jenny Lew; Admin A
Subject: [SEEK MANDATE] - CTI REF: SNM24D203461/SMP7241L/C02/LEWLC - LKK REF: CASE-24060101, SDR7177K | TPP DIRECT SETTLEMENT
Attachments: EMAIL TO OI.pdf; SDR7177K VIDEO.zip; LKK SURVEY REPORT & PHOTOS.pdf; LOD_SDR7177K ON 13.06.2024.pdf

Your ref: **SNM24D203461/SMP7241L/C02/LEWLC**
LKK ref: CD/CTI24060101/Upa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMP7241L(CHINA TAIPING) / SDR7177K(TP) / OTHERS ON 13/06/2024

We refer to the above matter.

SMP7241L(OI) -> SDR7177K(TP) -> SNA524J

This is a 3 vehicles chain collision whereby our insured was the last vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer **"FASTECH AUTO PTE LTD"** at **\$15,115.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 9%GST)	\$ 39,237.39	\$ 14,388.00 (\$13,200.00 + 9%GST)
2. Loss of USE (7DAYS X \$180.00)	\$ 1,260.00	\$ 700.00 (7DAYS X \$100.00)
4. LTA/GIA SEARCH FEE	\$ 27.25	\$ 27.25
Total	\$ 40,524.64	\$ 15,115.25

Surveyor recommended 7days for repair.

Enclosed here with all the relevant documents for your perusal.
Kindly note that this inspection report dated 30/07/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,
Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, July 15, 2024 4:30 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D203461/SMP7241L/C02/LEWLC - LKK REF: CASE-24060101, SDR7177K | TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong

Pls proceed & inform insured/insured driver that Sect II Excess applies.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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: Monday, July 15, 2024 3:30 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D203461/SMP7241L/C02/LEWLC - LKK REF: CASE-24060101, SDR7177K | TPP DIRECT SETTLEMENT

[Confidential]

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[Confidential]

Dear Jenny,

We attached here with a copy of the followings: -

- Copy of hirer's rental contract
- Copy of hirer's NRIC and driving license
- Copy of hirer's vocational license

Please advise if we may proceed DS.

Best Regards,

Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, July 11, 2024 4:34 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D203461/SMP7241L/C02/LEWLC - LKK REF: CASE-24060101, SDR7177K | TPP DIRECT SETTLEMENT

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

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

We have requested docs stated in your below email from insured and pending reply.

Thank you.

Best Regards,
Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Sunday, June 16, 2024 6:36 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D203461/SMP7241L/C02/LEWLC - LKK REF: CASE-24060101, SDR7177K | TPP DIRECT SETTLEMENT
Importance: High

[Confidential]

Hi Mei Kwan / Hsiao Tong

Attached the Insured SAS,  [SNM24D203461](#)

Please also let us have the following documents as stipulated in the policy terms & condition:-

- Copy of hirer's rental contract
- Copy of hirer's NRIC and driving license
- Copy of hirer's vocational license

Thank you.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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: Jenny Lew
Sent: Friday, June 14, 2024 5:47 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D203461/SMP7241L/C02/LEWLC - LKK REF: CASE-24060101, SDR7177K | TPP DIRECT SETTLEMENT
Importance: High

Hi LKK

OI has not reported the accident. Attached herewith our letter of even date to insured.

Please follow up with insured for accident reporting and keep us updated.

Regards,

Jenny Lew
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, June 14, 2024 4:29 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: CTI REF: SNM24D203461/SMP7241L/C02/LEWLC - LKK REF: CASE-24060101, SDR7177K | TPP DIRECT SETTLEMENT

Dear Jenny,

Please refer to the above subject.

Kindly **assist LKK Auto on D.S.** soonest possible.

Please contact our claims department **Jenny Lew | DID: 6389 6172** the officer in charge or **6389 6116** should you require our assistance or clarification.

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

Belinder Ng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175 | F: (65) 6222 1033

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

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

Sent: Friday, June 14, 2024 2:38 PM

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

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

Subject: Direct Settlement - Accident Involving SMP7241L (OI : CTI - TBA) AND SDR7177K (TP : LKK REF - CASE-24060101) on 13.06.2024

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SDR 7177K at M/s Fastech Auto Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP front and rear video

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

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