

## Hsiao Tong (LKKAuto)

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**From:** Alfred Toh (CTPIS) <alfred.toh@sg.cntaiping.com>  
**Sent:** Friday, December 26, 2025 9:03 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** CS A Team; Alfred Toh (CTPIS)  
**Subject:** RE: [SEEK MANDATE] RE: CTI REF: SNM24D204643/C02/XE9131K/TOHHS - LKK REF: CD/CTI24080287/Aua3, SNG6516L | DOA: 15.08.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Hsiao Tong

We refer to your email of 24 December 2025.

Please proceed the offer up to \$8,171.50 (including medical fees)

**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](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 24 December 2025 2:58 pm  
**To:** Alfred Toh (CTPIS) <alfred.toh@sg.cntaiping.com>  
**Subject:** RE: [SEEK MANDATE] RE: CTI REF: SNM24D204643/C02/XE9131K/TOHHS - LKK REF: CD/CTI24080287/Aua3, SNG6516L | DOA: 15.08.2024 - TPP DIRECT SETTLEMENT

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Dear Sir/Mdm,

We refer to the above matter.

Please be informed that third party rejected our offer at 50/50 and propose for 100% due to action has been initiated against the driver XE9131K for the offence of DRIVING WITHOUT DUE CARE AND ATTENTION CAUSING HURT UNDER (HEAVY VEHICLE). Please see attached Police Investigation Result.

The breakdown of third-party counter propose is as follows: -

1. Cost of Repair (with GST)	\$ 7,630.00 (\$ 7,000.00+ 9%GST)
2. Loss of Use	\$ 480.00 (6days x \$80.00)
3. Medical fee	\$ 34.25
4. LTA/GIA Search Fee	\$ 27.25
<b>Total</b>	<b>\$ 8,171.50</b>

Please advise whether we may proceed to resolve the matter at **\$8,171.50**(all-in), or provide further instructions.

Thank you.



**Merry Christmas & Happy New Year 2026!**



Best Regards,

**Hsiao Tong, Chew (Ms)** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

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

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**From:** Phoebe Xie (CTPIS) <[phoebe.xie@sg.cntaiping.com](mailto:phoebe.xie@sg.cntaiping.com)>

**Sent:** Tuesday, November 18, 2025 10:34 AM

**To:** Yan (LKK Auto) <[yan@lkkauto.com](mailto:yan@lkkauto.com)>

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: [SEEK MANDATE] RE: CTI REF: SNM24D204643/C02/XE9131K/TOHHS - LKK REF: CD/CTI24080287/Aua3, SNG6516L | DOA: 15.08.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Yan,

Please proceed as per recommendation up to **4,116.50**

**Thanks**

**Phoebe Xie**

Assistant Manager, Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6260 | F: (65) 6222 1033

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**From:** Yan (LKK Auto) <[yan@lkkauto.com](mailto:yan@lkkauto.com)>

**Sent:** Monday, August 4, 2025 11:26 AM

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

**Cc:** Alfred Toh (CTPIS) <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** [SEEK MANDATE] RE: CTI REF: SNM24D204643/C02/XE9131K/TOHHS - LKK REF: CD/CTI24080287/Aua3, SNG6516L | DOA: 15.08.2024 - TPP DIRECT SETTLEMENT

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[Internal]

Your ref: **SNM24D204643/C02/XE9131K/TOHHS**

LKK ref : CD/CTI24080287/Aua3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING XE 9131K(CHINA TAIPING) / SNG 6516L(TP)/ OTHERS ON 15/08/2024**

We refer to the above matter.

Both parties had given a conflict of report and there was no video/ substantial evidence from both parties to support either version. In view is this, we would like to propose to settle the matter at 50/50.

We are of the view that liability should share equally as both parties should exercise caution on merging lane.

We seek your approval to offer repairer "KANG CAR REPAIRERS PTE LTD" at **\$4,116.50(all-in)**.

The summary is as follows: -

		Amount Revised	
1. Cost of Repair	\$ 14,739.30		\$ 7,630.00 (\$ 7,000.00+ 9%GST)
2. Loss of Use (6days x \$100.00)	\$ 600.00		\$ 480.00 (6days x \$80.00)
	\$ 15,339.30		\$ 8,110.00
	\$ 7,669.65	@ 50%	\$ 4,055.00
3. Medical fee	\$ 34.25		\$ 34.25
4. LTA/GIA Search Fee	\$ 27.25		\$ 27.25
<b>Total</b>	\$ 7,731.15		\$ 4,116.50

Surveyor recommended 5days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 24/06/2025 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

Best Regards,

**Yan**

**LKK Auto Consultants Pte Ltd**

Email: [yan@lkkauto.com](mailto:yan@lkkauto.com) | DID: 6841-6051 | fax: 6256-4315

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

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**From:** Alfred Toh (CTPIS)

**Sent:** Tuesday, August 20, 2024 4:18 PM

**To:** Mei Kwan (LKKAuto) ; Admin A

**Cc:** Claims Dept of CTI ; Yan (LKK Auto) ; Alfred Toh (CTPIS)

**Subject:** RE: CTI REF: SNM24D204643/C02/XE9131K/TOHHS - LKK REF: CD/CTI24080287/Xua3, SNG6516L | DOA: 15.08.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Sirs

We refer to the above matter.

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

p.s. password to open zip file: **9131**

**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](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, August 20, 2024 3:25 PM  
**To:** Alfred Toh (CTPIS) <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Yan (LKK Auto) <[yan@lkkauto.com](mailto:yan@lkkauto.com)>  
**Subject:** CTI REF: SNM24D204643/XE9131K/C02/TOHHS - LKK REF: CD/CTI24080287/Xua3, SNG6516L  
| DOA: 15.08.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear [Alfred](#),

Please refer to the above subject.

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

Please contact our claims department **Alfred Toh** 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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, August 19, 2024 5:34 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Yan (LKK Auto) <[yan@lkkauto.com](mailto:yan@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving XE9131K (OI : CTI - TBA) AND SNG6516L (TP : LKK REF - CD/CTI24080287/Xua3) on 15.08.2024

**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 received an assignment from TP repairer, M/s Kang Car Repairers Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **GIA report**

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

Please take note that the case handler in-charge is Yan.

*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](mailto:MeiKwan@lkkauto.com)

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