

Hsiao Tong (LKKAuto)

From: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Sent: Wednesday, April 9, 2025 9:02 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: [SEEK MANDATE] - CTI REF: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Hsiao Tong,

Please proceed as proposed.

However, please get confirmation claimant did not get any replacement car for the 14 days before offering the loss of income.

	Amount Revised
1. Cost of Repair (with GST)	\$ 11,118.00 (\$10,200.00+9%GST)
2. Loss of Rental	\$ 1,606.92 (14days X \$114.78)
3. Loss of Income	\$ 700.00 (14days x \$50.00)
4. LTA/GIA Search Fee	\$ 27.25
5. Towing Fee	\$ 80.00
Total	\$ 13,532.17

Thank you

Regards,

Lynn Khong
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

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: Tuesday, 8 April 2025 10:52 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [SEEK MANDATE] - CTI REF: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

[Internal]

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[Internal]

Dear Sirs/Mdm,

Please advise mandate. Thanks.

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: Tuesday, March 4, 2025 4:41 PM
To: claimsdept@sg.cntaiping.com
Cc: Lynn Khong <lynn.khong@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] - CTI REF: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

Dear Sirs/Mdm,

Please advise mandate. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com

From: Hsiao Tong (LKKAuto)

Sent: Friday, 14 February 2025 1:31 PM

To: claimsdept@sg.cntaiping.com

Cc: Lynn Khong <lynn.khong@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: [SEEK MANDATE] - CTI REF: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

Your ref: **SNM24D204967/SMH6147A/C02/KHONGLH**

LKK ref: CD/CTI24090070/Dpa3q2(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMH6147A(CHINA TAIPING) / SH6182B(TP) / OTHERS ON 03/09/2024

We refer to the above matter.

SMH6147A(OI) -> SH6182B(TP) -> SMX5310S

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 **"BIFROST AUTO PTE LTD"** at **\$13,532.17(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 44,786.73	\$ 11,118.00 (\$10,200.00+9%GST)
2. Loss of Rental (16DAYS X \$114.78)	\$ 1,836.48	\$ 1,606.92 (14days X \$114.78)
3. Loss of Income (16DAYS X \$80.00)	\$ 1,280.00	\$ 700.00 (14days x \$50.00)
4. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
5. Towing Fee	\$ 80.00	\$ 80.00
Total	\$ 48,010.46	\$ 13,532.17

Surveyor recommended 11days for repair + 1PRS + 2Sunday = 14days

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 14/02/2025 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: Hsiao Tong (LKKAuto)
Sent: Friday, 3 January 2025 11:39 AM
To: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

Dear Lynn,

Please be informed that third party only able to provide the attached video. No others video.

Enclosed for your perusal is: -

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

Thank you.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025!*

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: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Sent: Monday, 9 September 2024 11:58 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Hsiao Tong,

As spoken, please re-obtain video footage from third party as the current video show potential prior collision. Potential injuries claim hence require further clarification.

Thank you

Regards,

Lynn Khong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6156 | 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: Friday, 6 September 2024 8:20 am
To: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

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Dear Lynn,

SMH6147A(OI) -> SH6182B(TP) -> SMX5310S

From third party video, we observe that third party had slowed down and stopped. Insured driver hit third party from behind and the impact caused third party hit onto SMX5310S. Thanks.

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: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Sent: Thursday, 5 September 2024 4:01 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: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Mei Kwan,

Please find all parties' accident reports.

Kindly confirm if third party's video footage shown prior collision.

Thank you

Regards,

Lynn Khong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6156 | F: (65) 6224 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, 4 September 2024 4:10 pm
To: Lynn Khong (CTPIS) <lynn.khong@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: SNM24D204967/SMH6147A/C02/KHONGLH - LKK REF: CD/CTI24090070/Dpa3, SH6182B | DOA: 03.09.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Lynn,

Please refer to the above subject.

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

Please contact our claims department **Lynn Khong | DID: 6389 6156** the officer in charge or **6389 6116** should you require our assistance or clarification.

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

Thank you.

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:** 太平狮城 Taiping SG

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

Sent: Wednesday, 4 September 2024 3:51 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 SMH6147A (OI : CTI - TBA) and SH6182B (TP : LKK REF - CD/CTI24090070/Dpa3) on 03.09.2024

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Dear Sir/ Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Bifrost Auto Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP police report
- TP video footage
- LTA Search

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)