

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 12 December 2024 9:04 AM
To: claimsdept@sg.cntaiping.com
Cc: Lynn Khong; Admin A
Subject: [SEEK MANDATE] - OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT
Attachments: LETTER TO OI.pdf; LKK SURVEY REPORT & PHOTOS_SMA5290L.pdf; SMA5290L LOD.pdf

Your ref: **SNM24D205342/SMR2815D/C02/KHONGLH**
LKK ref: CD/CTI24090510/Kpa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMR2815D(CHINA TAIPING) / SMA5290L(TP) / OTHERS ON 22/09/2024

We refer to the above matter.

SMR2815D(OI) -> SMA5290L(TP)->SNN5982T

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 "OPTIMA WERKZ PTE LTD" at \$8,410.18(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 17,304.84	\$ 7,957.00 (\$7,300.00 +9%GST)
2. Loss of USE (8DAYS X \$100.00)	\$ 800.00	\$ 420.00 (7DAYS X \$60.00)
4. LTA/GIA Search Fee	\$ 33.18	\$ 33.18
Total	\$ 18,138.02	\$ 8,410.18

Surveyor recommended 5days for repair + 1PRS + 1SUNDAY = 7days

Enclosed here with all the relevant documents for your perusal.
Kindly note that this inspection report dated 04/12/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

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: Thursday, 17 October 2024 10:13 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT

[Internal]

Dear Hsiao Tong,

Proceed to DS with quantum to be reviewed.

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: Lynn Khong (CTPIS)

Sent: Tuesday, 15 October 2024 10:11 am

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT

Dear Hsiao Tong,

As spoken, pending mandate approval to DS.

Please inform TP to hold hands.

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, 11 October 2024 10:14 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT

[Internal]

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Dear Sir/ Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action as third party is chasing for update. 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 10 October 2024 1:47 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT

Dear Sir/ Madam,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

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

Sent: Monday, 7 October 2024 9:46 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT

Dear Sir/ Madam,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

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

Sent: Wednesday, 2 October 2024 5:03 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT

Dear Sir/ Madam,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

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: Monday, 30 September 2024 4:55 PM

To: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: OUR REF: SNM24D205342/SMR2815D/C02/KHONGLH & YOUR REF: CD/CTI24090510/Kpa3, SMA5290L, TP DIRECT SETTLEMENT

[Internal]

WITHOUT PREJUDICE

via EMAIL ONLY

Dear [Lynn](#),

Please refer to the above subject.

Kindly **assist LKK Auto on DS** soonest possible.

Please contact our claims department **Lynn Khong 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

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

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

Sent: Monday, September 30, 2024 3:35 PM

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

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

Subject: Direct Settlement - Accident Involving SMR2815D (OI : CTI - TBA) and SMA5290L (TP : LKK REF - CD/CTI24090510/Kpa3) on 22.09.2024

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Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SMA 5290L at M/s Optima Werkz Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice
- Video footage
- Accident photo – 3 copies

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly 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)