

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, May 2, 2025 1:26 PM
To: Lynn Khong (CTPIS)
Cc: Admin A
Subject: RE: [SEEK MANDATE] - OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

For Loss of Rental, third party rejected our offer and insist to claim for \$190/day as per their rental agreement. Please advise if we may consider revising offer at \$170/day. Total revise mandate amount at **\$16,724.51(all-in).**

The summary of claim is as follows: -

	Our Last Offer	TP propose	To Revise Offer
1. Cost of Repair (with GST)	\$ 15,507.26 (\$14,226.85 + 9%GST)	\$ 15,507.26	\$ 15,507.26
2. Loss of Rental	\$ 1,050.00 (7days x \$150.00)	\$ 1,520.00 (8days x \$190.00)	\$ 1,190.00 (7days x \$170.00)
3. LTA/GIA Search Fee	\$ 27.25	\$ 27.25	\$ 27.25
Total	<u>\$ 16,584.51</u>	\$ 17,054.51	<u>\$ 16,724.51</u>

Please review and advise further 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: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Sent: Wednesday, February 5, 2025 9:40 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] - OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

Dear Hsiao Tong,

Proceed to negotiate as follows: -

	Amount Revised
1. Cost of Repair (with GST)	\$ 14,000.00 - \$ 15,507.26 (\$14,226.85 + 9%GST)
2. Loss of Rental	\$ 840.00 - \$ 1,050.00 (7days x \$120.00 - \$150.00)
3. LTA/GIA Search Fee	\$ 27.25
Total	\$ 14,867.25 - \$ 16,584.51

Surveyor recommended 5days for repair + 1PRS + 1Sunday = 7DAYS.

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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May the year of Snake bring you success, good health, and prosperity!



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

Sent: Friday, 31 January 2025 2:32 pm

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: [SEEK MANDATE] - OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

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[Internal]

Your ref: **SNM24D205533/GBK5804H/C02/KHONGLH**

LKK ref : CD/CTI24100030/Kpa3(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBK5804H(CHINA TAIPING) AND SNP1934Z(TP) ON 27/09/2024

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not in our driver's favour.

We seek your approval to offer "OPTIMA WERKZ PTE LTD" at **\$16,584.51(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 22,751.84	\$ 15,507.26 (\$14,226.85 + 9%GST)
2. Loss of Rental (10days x \$190.00)	\$ 1,900.00	\$ 1,050.00 (7days x \$150.00)
3. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
Total	\$ 24,679.09	<u>\$ 16,584.51</u>

Surveyor recommended 5days for repair + 1PRS + 1Sunday = 7DAYS.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this report dated 31/01/2025 is only for mandate purpose.

Kindly let us have your approval / instruction.

Wishing You a Prosperous & Joyful Chinese 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: Wednesday, 4 December 2024 9:13 AM

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

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

Subject: RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

'WITHOUT PREJUDICE'

Dear Mei Kwan,

Please find parties accident reports attached.

Password: DOA in format of ddmmyy

Thanks

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: Monday, 2 December 2024 10:30 am
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

'WITHOUT PREJUDICE'

Dear Mei Kwan,

Our driver has not reported.

We had sent the traffic police form on 29/10/2024 and will be sending the final reminder today.

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

Sent: Thursday, 28 November 2024 4:22 pm

To: 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP
DIRECT SETTLEMENT

[Internal]

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[Internal]

Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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, 25 November 2024 4:17 PM

To: 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP
DIRECT SETTLEMENT

Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>

Sent: Thursday, 14 November 2024 10:18 AM

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

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

Subject: RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

Dear Mei Kwan,

Driver still not reported.

We had sent the traffic police form on 29/10/2024 but has not receive a reply yet.
Please request later.

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

Sent: Tuesday, 12 November 2024 4:49 pm

To: 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP
DIRECT SETTLEMENT

[Internal]

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[Internal]

Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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: Friday, 8 November 2024 1:23 PM

To: 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP
DIRECT SETTLEMENT

Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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

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

Sent: Monday, 4 November 2024 11:08 AM

To: 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 30 October 2024 2:00 PM

To: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>

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

Subject: RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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 5:08 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

Dear Mei Kwan,

Our driver non reporting.
Our reminder letter will be posted on 18/10/2024.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 17 October 2024 4:02 pm
To: 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

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Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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: Tuesday, 15 October 2024 3:43 PM

To: 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

Dear Lynn,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>

Sent: Wednesday, 9 October 2024 5:57 PM

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

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

Subject: RE: OUR REF: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

Dear Mei Kwan,

Our driver non reporting.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 8 October 2024 10:47 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

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Dear Sir / Madam,

Please see attached TP video footage and accident photo.

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 4:10 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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP 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: Wednesday, 2 October 2024 10:45 AM

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: SNM24D205533/GBK5804H/C02/KHONGLH & YOUR REF. CD/CTI24100030/Kpa3, SNP1934Z, TPP DIRECT SETTLEMENT

[Internal]

WITHOUT PREJUDICE

via EMAIL ONLY

Dear Lynn,

Please refer to the above subject.

Kindly **assist LKK Auto on D.S SNP1934Z** 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

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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, October 1, 2024 5:57 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 GBK5804H (OI : CTI - TBA) and SNP1934Z (TP : LKK REF - CD/CTI24100030/Kpa3) on 27.09.2024

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Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SNP 1934Z 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

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)