

Hsiao Tong (LKKAuto)

From: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>
Sent: Thursday, 19 September 2024 3:26 PM
To: Hsiao Tong (LKKAuto); Claims Dept of CTI
Cc: Admin A
Subject: RE: [SEEK MANDATE] - Direct Settlement - Accident Involving YN5071S (OI : CTI - SNM24D203359/C02/TANCHC) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

[Internal]

Hi Hsiao Tong,

Please proceed to offer LOR @ \$200/day.

Regards,

Jacqueline Tan

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

**For survey matter, please email to claimsdept@sg.cntaiping.com*

**For all LOD, please email to claimsdept@sg.cntaiping.com*

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 19 September 2024 10:55 am
To: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] - Direct Settlement - Accident Involving YN5071S (OI : CTI - SNM24D203359/C02/TANCHC) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

[Internal]

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[Internal]

Dear Sirs/mdm,

For Loss of Rental, third party rejected our offer at \$150.00/day and propose \$250.00/day as third party is in Wheelchair Transport Servicing as such accessibility features or specialized equipment of wheelchair lifter is required.

We would like to re-seek mandate up to \$3,527.25(all-in). Summary as follows: -

	TP PROPOSE	TO REVISE
1. Cost of Repair	\$ 2,500.00	\$ 2,500.00
2. Loss of RENTAL (5days x \$250.00)	\$ 1,250.00	\$ 1,000.00 (5days x \$200.00)
3. LTA search fee	\$ 27.25	\$ 27.25
Total	\$ 3,777.25	<u>\$ 3,527.25</u>

Please review and let us have your instruction, 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: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>

Sent: Tuesday, 27 August 2024 5:28 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

Subject: RE: [SEEK MANDATE] - Direct Settlement - Accident Involving YN5071S (OI : CTI - SNM24D203359/C02/TANCHC) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

[Internal]

Hi Hsiao Tong,

Please proceed as proposed.

Regards,

Jacqueline Tan

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, August 8, 2024 2:00 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - Direct Settlement - Accident Involving YN5071S (OI : CTI - SNM24D203359/C02/TANCHC) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

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[Internal]

Your ref: **SNM24D203359/C02/TANCHC**
LKK ref: CD/CTI24060002/Kpa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING YN5071S(CHINA TAIPING) AND PC3485J(TP) ON 07/06/2024

We refer to the above matter.

We are of the view that liability is not in our driver's favour as the trolley drop off from his vehicle and hit onto third party vehicle.

We seek your approval to offer repairer "**LIM YEW BOO SPRAY PAINT CO**" at **\$3,277.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 4,787.20	\$ 2,500.00
2. Loss of RENTAL (5days x \$280.00)	\$ 1,400.00	\$ 750.00 (5days x \$150.00)
3. LTA search fee	\$ 27.25	\$ 27.25
Total	\$ 6,214.45	<u>\$ 3,277.25</u>

Surveyor recommended 5days for repair.

Enclosed here with all the relevant documents for your perusal.
Kindly note that this inspection report dated 31/07/2024 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

From: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, July 22, 2024 9:23 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - SNM24D203359/C02/TANCHC) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

[Internal]

Hi Hsiao Tong,

We have verified the DL of OID.

Please proceed to handle the DS.

Thank you.

Regards,

Jacqueline Tan

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

**For survey matter, please email to claimsdept@sg.cntaiping.com*

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From: Jacqueline Tan
Sent: Thursday, July 18, 2024 11:52 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

Hi Hsiao Tong,

The info provided by driver was updated on 11 July 2024.

We have appointed our investigator to extract the driver's driving license record from TP.

We need to confirm that the OID was holding a valid driving license at the time of the accident before proceeding with the DS.

Kindly hold on this case. We will keep you informed once we receive a reply from the TP.

Regards,

Jacqueline Tan

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

Sent: Thursday, July 18, 2024 11:32 AM

To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

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[Internal]

Dear Jacqueline,

Insured driver submitted a copy of his NRIC, DL and Singpass Login to show that he is holding a valid DL.

Please advise if we may proceed DS.

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Wednesday, July 10, 2024 9:35 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

[Internal]

Hi Hsiao Tong,

Received with thanks.

I have emailed and informed the insured's broker about the invalid driving license issue.

Regards,

Jacqueline Tan

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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, July 10, 2024 8:12 AM
To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

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[Internal]

Dear Jacqueline,

Insured addendum report uploaded in GEARS.

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>
Sent: Tuesday, July 9, 2024 4:21 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

[Internal]

Hi Hsiao Tong,

As spoken, please update us once the addendum SAS submitted and check with Insured on the invalid DL.

Thank you.

Regards,
Jacqueline Tan
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

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, July 1, 2024 10:49 AM
To: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CD/CTI24060002/Kma3) on 07.06.2024

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Hi Jacqueline,

OID is holding **invalid** driving licence.

Please advise.

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

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: Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Sent: Friday, June 28, 2024 5:18 PM

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

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

Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CASE-24060002 (PC 3485J)) on 07.06.2024

[Internal]

Hi Hsiao Tong,

Our Insured reported in your NAC, but the Date of Accident reported differs from the third-party claimant.

Please assist in verifying the DOA with our Insured and make the necessary addendum.

Kindly update us once the actual DOA is confirmed.

Thank you.

**** Note: Password for the attachment would be sent to you with separate email.**

Regards,

Jacqueline Tan

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

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**For all LOD, please email to claimsdept@sg.cntaiping.com*

From: Jacqueline Tan
Sent: Wednesday, June 12, 2024 11:42 AM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CASE-24060002 (PC 3485J)) on 07.06.2024

Hi Hsiao Tong,

Insured non-reporting.

Please find the ANR letter to OI attached.

Kindly follow up and inform us once the Insured has reported.

Thank you for your assistance.

Regards,

Jacqueline Tan

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

**For survey matter, please email to claimsdept@sg.cntaiping.com*

**For all LOD, please email to claimsdept@sg.cntaiping.com*

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Monday, June 10, 2024 9:34 AM
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 YN5071S (OI : CTI - TBA) and PC3485J (TP : LKK REF - CASE-24060002 (PC 3485J)) on 07.06.2024

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Dear Sir/ Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Lim Yew Boo Spray Paint Co - Sin Ming and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- LTA search
- Accident photo

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 Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

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)