

Hsiao Tong (LKKAUTO)

From: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Sent: Wednesday, April 2, 2025 1:45 PM
To: Hsiao Tong (LKKAUTO); Claims Dept of CTI
Cc: Admin A
Subject: RE: [SEEK MANDATE] - CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

WITHOUT PREJUDICE

Dear Sir/Mdm,

We refer to the above captioned matter and your email below.

Please proceed to offer repairer "BIFROST AUTO PTE LTD" at \$18,738.17(all-in).

Regards,

Irene Tay
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Friday, 14 February 2025 11:10 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

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.

[Internal]

Your ref: **SNM24D205760/SMY2369M/C02/TAYHP**

LKK ref : CD/CTI24100224/Dpa3q2(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMY2369M(CHINA TAIPING) AND SHC1012Z(TP) ON 11/10/2024

We refer to the above matter.

The accident occurred when our driver failed to stop at stop line to give way to third party who was driving along the main road . We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "**BIFROST AUTO PTE LTD**" at **\$18,738.17(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 36,083.97	\$16,786.00 (\$15,400.00+7%GST)
2. Loss of Rental (11days x \$117.72)	\$ 1,294.92	\$ 1,294.92 (11days x \$117.72)
3. Loss of Income (11days x \$ 80.00)	\$ 880.00	\$ 550.00 (11days x \$50.00)
4. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
5. Towing Fee	\$ 80.00	\$ 80.00
Total	\$ 38,366.14	<u>\$18,738.17</u>

Surveyor recommended 9days for repair + 1Sunday + 1PRS = 11days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 12/02/2025 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 10:51 AM
To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; claimsdept@sg.cntaiping.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - TPP DIRECT SETTLEMENT

Dear Sirs/ Mdm,

We refer to the above matter.

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: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Sent: Thursday, 28 November 2024 10:51 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: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Mdm,

Enclosed herewith our insured SAS REPORT.

Regards,

Irene Tay

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

Sent: Tuesday, 26 November 2024 6:04 pm

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

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.

[Internal]

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, 18 November 2024 4:07 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, November 12, 2024 4:42 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 4 November 2024 11:07 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 28 October 2024 4:07 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 21 October 2024 4:42 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 16 October 2024 5:58 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - 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: Monday, 14 October 2024 3:04 PM

To: Irene Tay (CTPIS) <irene.tay@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: SNM24D205760/SMY2369M/C02/TAYHP - LKK REF: CD/CTI24100224/Xpa3, SHC1012Z | DOA: 11.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Irene,

Please refer to the above subject.

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

Please contact our claims department **Irene Tay | DID: 6389 6192** 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: Monday, 14 October 2024 2:18 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 SMY2369M (OI : CTI - TBA) and SHC1012Z (TP : LKK REF - CD/CTI24100224/Xpa3) on 11/10/2024

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 Bifrost Auto Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Video footage
- Towing Sheet
- LTA Search
- TP police report

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)