

## Hsiao Tong (LKKAUTO)

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**From:** Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Friday, August 8, 2025 10:53 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: [SEEK MANDATE] - CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

[Internal]

Hi Hsiao Tong,

Please proceed as proposed.

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:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Monday, 7 July 2025 8:28 am  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Cc:** Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>  
**Subject:** [SEEK MANDATE] - CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

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Your ref: **SNM24D206004/SNF2699Z/C02/TANCHC**

LKK ref: CD/CTI24100451/Rpa3q2(N)

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SNF2699Z(CHINA TAIPING) / SLC1824A(TP) / OTHERS ON 23/10/2024**

We refer to the above matter.

SNF2699Z(OI)-> SLC1824A(TP) -> SKP9090R

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 **"CITY AUTO PTE LTD"** at **\$6,331.75(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$10,897.43	\$ 5,504.50 (\$5,050.00 +9%GST)
2. Loss of Rental (8DAYS X \$120.00)	\$ 960.00	\$ 800.00 (8DAYS X \$100.00)
3. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
<b>Total</b>	<b>\$11,884.68</b>	<b>\$ 6,331.75</b>

Surveyor recommended 7days for repair + 1SUNDAY = 8days

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 20/02/2025 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](mailto:chewht@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Wednesday, April 30, 2025 9:57 AM

**To:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

Dear Jacqueline,

We are pending LOD and claim documents from third party for further action.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Wednesday, 30 April 2025 9:44 am

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong,

Any update for the DS?

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](mailto:claimsdept@sg.cntaiping.com)*

*\*For all LOD, please email to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)*

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**From:** Jacqueline Tan (CTPIS)  
**Sent:** Tuesday, 17 December 2024 9:48 am  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

Hi Hsiao Tong,

Enclosed please find OI's addendum SAS.

**\*\* 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

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Friday, 13 December 2024 12:57 pm  
**To:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

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[Confidential]

Dear Jacqueline,

We attached here with a copy of Insured's LOA and addendum form for your reference.

Please advise if any Insured's amended GIA report submitted by reporting centre. If so, pls forward a copy of Insured's amended GIA for our further action. Thanks.

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](mailto:chewht@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Sent:** Tuesday, 5 November 2024 3:25 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong,

As discussed, please advise Insured amend SAS report accordingly. Additionally, please request Employment Letter to confirm that the OID is employee of Insured.

Once both of these documents are completed and submitted, you may proceed DS with the third party claimant.

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:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, 5 November 2024 3:00 pm  
**To:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

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[Confidential]

Dear Jacqueline,

Please see attached email from insured for your easy reference.

- Rental Agreement – No rental agreement as the driver is the employee.
- Driver's NRIC and Driver's License – See attached.
- Clarification on the number of vehicles involved in the accident. – Total 3 vehicles involved.

Enclosed for your perusal is: -

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

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](mailto:chewht@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Tuesday, 29 October 2024 5:49 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong,

Attached is OI's SAS report for your necessary action.

Before agreeing to the DS, please obtain the following:

- Rental Agreement
- Driver's NRIC and Driver's License
- Clarification on the number of vehicles involved in the accident

Additionally, please advise Insured to amend the SAS report if it involves a chain collision.

Thank you for your assistance.

**\*\* 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

*\*For survey matter, please email to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)*

*\*For all LOD, please email to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)*

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Friday, 25 October 2024 4:39 pm

**To:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

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

**Subject:** CTI REF: SNM24D206004/SNF2699Z/C02/TANCHC - LKK REF: CD/CTI24100451/Epa3, SLC1824A | DOA: 23/10/2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear [Jacqueline](#),

Please refer to the above subject.

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

Please contact our claims department **Jacqueline Tan | DID: 6389 6185** 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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](http://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Friday, 25 October 2024 2:13 pm

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

**Subject:** Direct Settlement - Accident Involving SNF2699Z (OI : CTI - TBA) AND SLC1824A (TP : LKK REF - CD/CTI24100451/Epa3) on 23/10/2024

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Dear Sir/ Madam,

We refer to the above matter.

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

Enclosed for your perusal is:

- TP GIA report
- Estimated cost of repair

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.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)