

## Hsiao Tong (LKKAUTO)

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 8 January 2025 10:03 AM  
**To:** claimsdept@sg.cntaiping.com  
**Cc:** Tan Chew Chik Jacqueline; Admin A  
**Subject:** [SEEK MANDATE] - CTI REF: SNM24D206344/SJQ5249J/C02/TANCHC - LKK REF: CD/CTI24110355/Kpa3, SLE5154M | DOA: 09.11.2024 - TPP DIRECT SETTLEMENT  
**Attachments:** LETTER TO OI.pdf; LKK SURVEY REPORT & PHOTOS.pdf; SLE5154M LOD.pdf

Your ref: **SNM24D206344/SJQ5249J/C02/TANCHC**  
LKK ref : CD/CTI24110355/Kpa3

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SJQ5249J(CHINA TAIPING) AND SLE5154M(TP) ON 09/11/2024**

We refer to the above matter.

Based on both parties report and the circumstances of the accident, we are of the view that BOLA 11(b) is applicable. Liability is not in our driver's favour as he was making a U-turn and collided with third party who was moving straight on the opposite direction.

We seek your approval to offer **"GUAN MOTOR WORKS"** at **\$10,887.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 15,149.68	\$10,000.00
2. Loss of USE (8days x \$100.00)	\$ 800.00	\$ 800.00 (8days x \$100.00)
3. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
4. Towing Fee	\$ 60.00	\$ 60.00
<b>Total</b>	<b>\$ 16,036.93</b>	<b><u>\$10,887.25</u></b>

Surveyor recommended 6days for repair + 1Sunday +1PRS = 8DAYS.

Market Value	: \$29,500.00(est)
LTA Rebate	: \$19,442.00 (est)
Nett Value	: \$10,058.00 (est)

Enclosed here with all the relevant documents for your perusal.  
Kindly note that this report dated 07/01/2025 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:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>  
**Sent:** Friday, 22 November 2024 11:36 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: SNM24D206344/SJQ5249J/C02/TANCHC - LKK REF: CD/CTI24110355/Kpa3, SLE5154M | DOA: 09.11.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong,

Agreed, DS. However, please ensure that the Insured is informed before proceeding with the settlement.

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, 22 November 2024 11:13 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: SNM24D206344/SJQ5249J/C02/TANCHC - LKK REF: CD/CTI24110355/Kpa3, SLE5154M | DOA: 09.11.2024 - TPP DIRECT SETTLEMENT

[Confidential]

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[Confidential]

Dear Jacqueline,

Please be informed that no video footage from third party.

Based on both parties report and the circumstances of the accident, we are of the view that BOLA 11(b) is applicable. Liability is not in our driver's favour as he was making a U-turn and collided with third party who was moving straight on the opposite direction.

Please advise if we may proceed DS for this matter. 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, 19 November 2024 6:13 PM

**To:** 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:** RE: CTI REF: SNM24D206344/SJQ5249J/C02/TANCHC - LKK REF: CD/CTI24110355/Kpa3, SLE5154M | DOA: 09.11.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Mei Kwan,

Enclosed please find OI's SAS report for your necessary action.

Please obtain vide footage from third party.

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

*\*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:** Tuesday, 19 November 2024 10:58 am

**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: SNM24D206344/SJQ5249J/C02/TANCHC - LKK REF: CD/CTI24110355/Kpa3, SLE5154M | DOA: 09.11.2024 - 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/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 18 November 2024 6:29 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 SJQ5249J (OI : CTI - TBA) and SLE5154M (TP : LKK REF - CD/CTI24110355/Kpa3) on 09.11.2024

**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 inspected TP vehicle SLE 5154M at M/s Guan Motor Works - Sin Ming 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](mailto:MeiKwan@lkkauto.com)

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