

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, 10 March 2025 1:32 PM
To: claimsdept@sg.cntaiping.com
Cc: Irene Tay; Admin A
Subject: [SEEK MANDATE] - CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - TPP DIRECT SETTLEMENT
Attachments: LETTER TO OI.pdf; LKK SURVEY REPORT & PHOTOS_SLJ6294J.pdf; LOD - SLJ6294J.pdf

Your ref: **SNM24D206710/SMF1263R/C02/TAYHP**

LKK ref : CD/CTI24120085/Apa3q2(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMF1263R(CHINA TAIPING) /SLJ6294J(TP) /OTHERS ON 27/11/2024

We refer to the above matter.

We have received a copy insured video footage from your good office. We are of the view that liability is not in our driver's favour as he was coming out from parallel parking lot and collided with third party(SLJ6294J) who was driving straight. The impact caused insured to hit onto another vehicle GBF9574X who parked in front of insured vehicle.

We seek your approval to offer "JL PERFECT AUTOWORK PTE LTD" at **\$7,485.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 22,313.35	\$ 6,758.00 (\$6,200.00 + 9%GST)
2. Loss of Use (7days x \$180.00)	\$ 1,260.00	\$ 700.00 (7days x \$100.00)
3. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
Total	\$ 23,600.60	<u>\$ 7,485.25</u>

Surveyor recommended 6days for repair + 1Sunday = 7days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this report dated 07/03/2025 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: Thursday, 20 February 2025 1:21 PM
To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - TPP DIRECT SETTLEMENT

Dear Irene,

We did not receive the video footage. Please resend.

Our email file size limit at 10MB.

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, 14 February 2025 10:12 AM
To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - TPP DIRECT SETTLEMENT

Dear Irene,

We did not receive the video footage.

Our email file size limit at 10MB.

Best Regards,

Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com

From: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

Sent: Friday, 14 February 2025 9:34 AM

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

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

Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Mdm,

Have just forwarded to you all the video footage from insured.

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

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

Sent: Friday, 14 February 2025 8:27 am

To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - TPP DIRECT SETTLEMENT

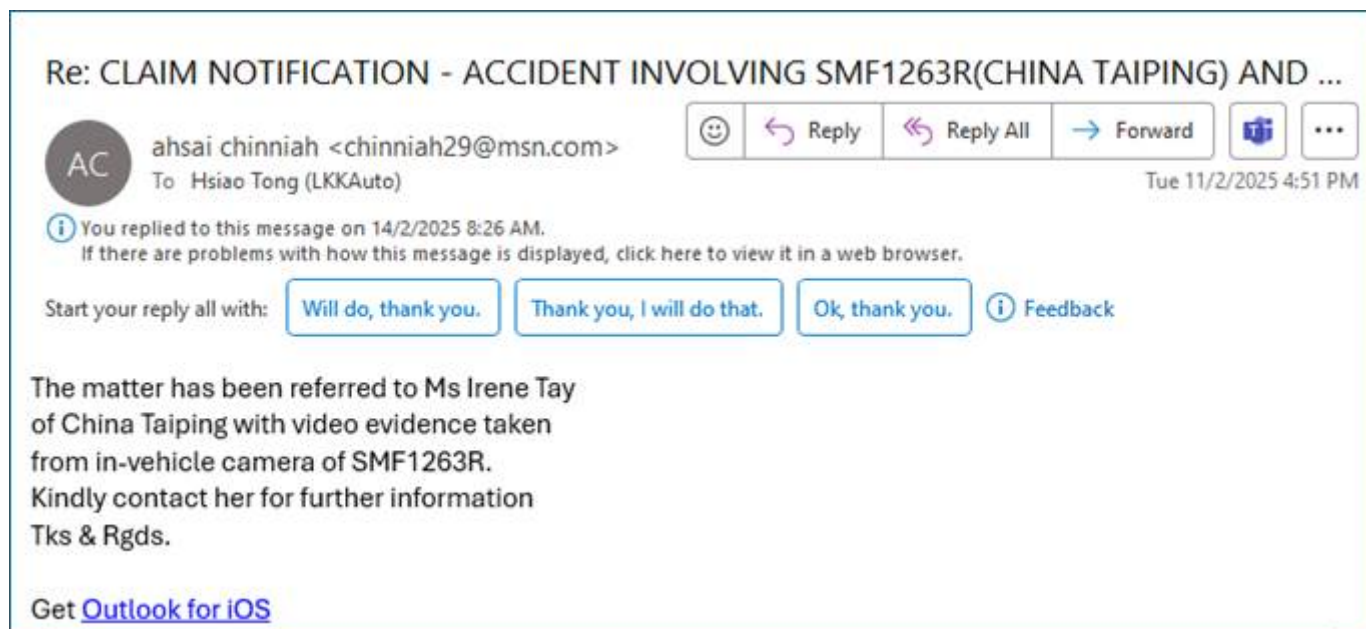
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CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[Internal]

Dear Irene,

Please share a copy of insured video footage for our viewing. 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: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>

Sent: Friday, 31 January 2025 11:59 AM

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

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

Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Sir/Mdm,

Enclosed herewith a copy of insured SAS REPORT .

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

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

Sent: Tuesday, 21 January 2025 5:54 pm

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

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

Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - TPP DIRECT SETTLEMENT

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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.

Wishing You a Prosperous & Joyful Chinese New Year 2025!

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, 15 January 2025 10:57 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - 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)
Sent: Monday, January 6, 2025 7:21 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - 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, 30 December 2024 5:23 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - 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.

Cheers to a Wonderful Christmas and a Happy New Year 2025 !

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, 24 December 2024 4:15 PM

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

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

Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - 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.

Cheers to a Wonderful Christmas and a Happy New Year 2025 !

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, December 17, 2024 4:02 PM

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

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

Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - 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.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025* !

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, 9 December 2024 11:42 AM

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

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

Subject: RE: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - 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.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025* !

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: Friday, 6 December 2024 4:18 PM

To: Irene Tay (CTPIS) <irene.tay@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: CTI REF: SNM24D206710/SMF1263R/C02/TAYHP - LKK REF: CD/CTI24120085/Apa3, SLJ6294J | DOA: 27.11.2024 - 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: Friday, 6 December 2024 2:26 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 SMF1263R (OI : CTI - TBA) AND SLJ6294J (TP : LKK REF - CD/CTI24120085/Apa3) on 27.11.2024

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLJ 6294J at M/s JL Perfect Autowork Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- estimated cost of repair
- Preliminary advice

Meanwhile, 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.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025!*

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)