

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, March 17, 2025 8:48 AM
To: claimsdept@sg.cntaiping.com
Cc: Chee So Chow; Admin A
Subject: [SEEK MANDATE] - CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP DIRECT SETTLEMENT
Attachments: LETTER TO OI.pdf; LKK SURVEY REPORT & PHOTOS_SNR1602X.pdf; LOD - SNR1602X.pdf

Your ref: **SNM24D206978/XE3950C/C02/CHEESC**
LKK ref : CD/CTI24120412/Epa3q2(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE3950C(CHINA TAIPING) AND SNR1602X(TP) ON 10/12/2024

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not in our driver's favour.

We seek your approval to offer "JL PERFECT AUTOWORK PTE LTD" at **\$7,919.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 21,315.39	\$ 7,412.00 (\$6,800.00 + 9%GST)
2. Loss of Use (8days x \$180.00)	\$ 1,440.00	\$ 480.00 (8days x \$60.00)
3. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
Total	\$ 22,782.64	<u>\$ 7,919.25</u>

Surveyor recommended 7days for repair + 1Sunday = 8days.

Enclosed here with all the relevant documents for your perusal.
Kindly note that this report dated 13/03/2025 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: Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>
Sent: Friday, March 14, 2025 5:13 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Mei Kwan

Please obtain the insured's accident report from the link  [SNM24D206978C02-Insured SAS.pdf](#)

Thank you.

Chee So Chow

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 12 March 2025 4:35 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP DIRECT SETTLEMENT

[Internal]

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[Internal]

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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, 5 March 2025 4:28 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP
DIRECT SETTLEMENT

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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, 26 February 2025 4:09 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP
DIRECT SETTLEMENT

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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: Thursday, 20 February 2025 4:16 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP
DIRECT SETTLEMENT

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Friday, 14 February 2025 5:03 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP
DIRECT SETTLEMENT

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

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

Sent: Wednesday, 15 January 2025 11:34 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP
DIRECT SETTLEMENT

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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, January 7, 2025 7:01 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP
DIRECT SETTLEMENT

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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: Thursday, 2 January 2025 5:18 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP DIRECT SETTLEMENT

Dear So Chow,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Monday, 30 December 2024 4:30 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chee So Chow (CTPIS) <sochow.chee@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: CTI REF: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP DIRECT SETTLEMENT

Dear Sirs/Mdm,

Attached third party video footage for your easy reference.

Please let us have a copy of insured GIA report for our necessary action. 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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 27 December 2024 4:16 PM
To: Chee So Chow (CTPIS) <sochow.chee@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: SNM24D206978/XE3950C/C02/CHEESC - LKK REF: CD/CTI24120412/Epa3 | DOA: 10.12.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear **So Chow**,

Please refer to the above subject.

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

Please contact our claims department **Chee So Chow | DID: 6389 6176** 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, 27 December 2024 4:00 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 XE3950C (OI : CTI - TBA) AND SNR1602X (TP : LKK REF - CD/CTI24120412/Epa3) on 10.12.2024

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SNR 1602X 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)