

Yan (LKK Auto)

From: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>
Sent: Tuesday, 26 August 2025 10:22 am
To: Yan (LKK Auto)
Cc: Hsiao Tong (LKKAuto)
Subject: RE: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Yan

Please proceed to resolve the matter at **\$15,767.95**

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Yan (LKK Auto) <yan@lkkauto.com>
Sent: Monday, 25 August 2025 3:25 pm
To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

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Dear Cecilia,

Surveyor have revise the headlap price. Updated report attached for reference.

We have reviewed and we would like to reseek mandate as follow: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$33,230.24	\$13,189.00 (\$12,100.00 + 9%GST)
2. Loss of Rental (18days x \$114.78)	\$ 2,066.04	\$ 1,721.70 (15days x \$114.78)

3. Loss of Income (18days x \$80.00)	\$ 1,440.00	\$ 750.00 (15ays x \$50.00)
4. LTA/ GIA SEARCH FEE	\$ 27.25	\$ 27.25
5. Towing Fee	\$ 80.00	\$ 80.00
Total	\$36,843.53	<u>\$ 15,767.95</u>

Kindly let us have your approval/instructions.

*I am working from home. If you wish to contact me, please email me or whatsapp at 87813698 (for urgent matter.)

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | fax: 6256-4315

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

From: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>

Sent: Sunday, 24 August 2025 15:03

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Dear Sir/Madam

Please refer to our email dated 25 June 2025 and revert.

Thanks & Best Regards,

Cecilia Lee

Claims Department

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From: Cecilia Lee (CTPIS)

Sent: Thursday, 10 July 2025 6:04 pm

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

Subject: FW: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

Importance: High

Hi Hsiao Tong

Understand that Yan is on urgent leave. Can you assist?

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee (CTPIS)
Sent: Thursday, 10 July 2025 6:02 pm
To: 'Yan (LKK Auto)' <yan@lkkauto.com>
Subject: RE: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT
Importance: High

Hi Yan

Please refer to email below and revert.

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee (CTPIS)
Sent: Wednesday, 25 June 2025 9:46 pm
To: Yan (LKK Auto) <yan@lkkauto.com>
Subject: RE: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

Hi Yan

Before proceed, please refer to our email dated 17/06/2025 and let us have your surveyor's comment on headlamp costs. Our source indicates it is approximately \$2,100.

1	HEADLAMP SUPPORT PANEL ASSY	BROKEN
2	HEADLAMP (LH/RH) @\$3987.30	BROKEN

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Cecilia Lee (CTPIS)
Sent: Wednesday, 25 June 2025 9:44 pm
To: Yan (LKK Auto) <yan@lkkauto.com>
Subject: RE: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

Hi Yan

Please proceed as proposed.

Mandate **\$18,383.95(all-in).**

Thanks & Best Regards,
Cecilia Lee
Claims Department

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From: Yan (LKK Auto) <yan@lkkauto.com>
Sent: Monday, 9 June 2025 4:37 pm
To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: [SEEK MANDATE] RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

[Confidential]

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[Confidential]

Your ref: SNM24D204509/SLE527D/C02/LEEPG
LKK ref : CD/CTI24080108/Dua3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLE 527D(CHINA TAIPING) / SHA 3868T(TP) / OTHERS ON 06/08/2024

We refer to the above matter.

We are of the view that liability is not in our driver's favour as she beat red light and caused collision with third party vehicle which traveling straight while green light.
(review TP VF)

We seek your approval to offer repairer "BIFROST AUTO PTE LTD" at \$18,383.95(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$33,230.24	\$15,805.00 (\$14,500.00 + 9%GST)
2. Loss of Rental (18days x \$114.78)	\$ 2,066.04	\$ 1,721.70 (15days x \$114.78)
3. Loss of Income (18days x \$80.00)	\$ 1,440.00	\$ 750.00 (15days x \$50.00)
4. LTA/ GIA SEARCH FEE	\$ 27.25	\$ 27.25
5. Towing Fee	\$ 80.00	\$ 80.00
Total	\$36,843.53	<u>\$ 18,383.95</u>

Surveyor recommended 9days for repair + 2Sunday + 2Saturday + 1PH + 1PRS = 15DAYS .

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.

For future correspondence, please remove meikwan@lkkauto.com and admin-a@lkkauto.com in your email. Thanks.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315

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

From: Yan (LKK Auto)

Sent: Thursday, May 29, 2025 2:28 PM

To: Cecilia Lee (CTPIS)

Cc: CS A Team

Subject: RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

Dear Cecilia,

Thank you for the email.

Attached TP video footage for reference.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315

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

From: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>

Sent: Thursday, May 29, 2025 12:19 PM

To: Yan (LKK Auto) <yan@lkkauto.com>

Cc: CS A Team <cs-a@lkkauto.com>

Subject: RE: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Sir/Madam

Please retrieve SAS from link below for damage consistency check. Please note that the link expires after 7 days.

 [SLE527D SAS.pdf](#)

Thanks & Regards
Cecilia Lee

From: Claims Dept of CTI
Sent: Wednesday, 28 May 2025 3:29 pm
To: Cecilia Lee (CTPIS) <cecilia.lee@sg.cntaiping.com>; 'Yan (LKK Auto)' <yan@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>
Subject: OU REF: SNM24D204509/SLE527D/C02/LEEPG & YOUR REF. CD/CTI24080108/Dua3, SHA 3868T, DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

WITHOUT PREJUDICE
via EMAIL ONLY

Dear [Cecilia](#),

Please refer to the above subject.

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

Please contact our claims department **Cecilia Lee 6389 6530** the officer in charge or **6389 6116** should you require our assistance or clarification.

Kindly quote our claim reference number when replying.

Thank you

Angie Foo
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

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

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From: Yan (LKK Auto) <yan@lkkauto.com>

Sent: Tuesday, May 27, 2025 4:37 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: CS A Team <cs-a@lkkauto.com>

Subject: CTI REF: TBA - LKK REF: CD/CTI24080108/Dua3, SHA 3868T | DOA: 06.08.2024 - TPP DIRECT SETTLEMENT

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 SHA 3868T at M/s BIFROST AUTO PTE LTD 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.

Please take note that the case handler in-charge is Yan.

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315

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