

## Vic (LKKAuto)

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**From:** Cecilia Low <cecilia.low@sg.cntaiping.com>  
**Sent:** Monday, 11 May, 2020 4:39 PM  
**To:** Vic (LKKAuto)  
**Cc:** Admin A; Jasper Chua (LKK Auto)  
**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017  
**Attachments:** Signed DV - C02.pdf

Hi Vic

Please be informed that the claim has been settled – refer to attached signed DV.  
Thank you.

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents.  
All correspondences should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

### **Cecilia Low (Ms)**

Senior Executive  
Claims

### **China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6225 5879

**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

---

**From:** Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Friday, 17 April 2020 7:30 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017  
**Importance:** High

Dear Sir/Madam,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 12,445.60	\$ 5,350.00

Loss of Use (\$80 x 6 days)	\$ 480.00	\$ 360.00 (\$60 x 6 days)
Subtotal	\$ 12,925.60	\$ 5,710.00 @ 100%
@ 50%		\$ 2,855.00
GIA Search Fee	\$ 29.00	\$ 29.00
<b>TOTAL</b>	<b>\$ 12,954.60</b>	<b>\$ 2,884.00 @ 50%</b>

Breakdown of days is as follows:

Our surveyor's recommended days to repair	6 days
<b>TOTAL</b>	<b>6 days</b>

Kindly advise if we maintain offer and/or for your further instruction please. We noted that there is Injury involved in this accident.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Vic (LKKAuto)

**Sent:** Monday, 10 February, 2020 4:35 PM

**To:** Claims Dept of CTI

**Cc:** Admin A; Alfred Toh; Chong Boon Sen; Vic (LKKAuto)

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**Importance:** High

Dear Sir/Madam,

We refer further to the below email.

**Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour.** Please refer to the attached email.

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 12,445.60	\$ 5,350.00
Loss of Use (\$80 x 6 days)	\$ 480.00	\$ 360.00 (\$60 x 6 days)

<i>Subtotal</i>	\$ 12,925.60	\$ 5,710.00 @ 100%
@ 50%		\$ 2,855.00
<b>GIA Search Fee</b>	\$ 29.00	\$ 29.00
<b>TOTAL</b>	<b>\$ 12,954.60</b>	<b>\$ 2,884.00 @ 50%</b>

Breakdown of days is as follows:

Our surveyor's recommended days to repair	6 days
<b>TOTAL</b>	<b>6 days</b>

**Kindly advise if we maintain offer and/or for your further instruction please.** We noted that there is Injury involved in this accident.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicapeh@lkkauto.com](mailto:vicapeh@lkkauto.com) | fax: 6741-4108

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Consultants  
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**From:** Vic (LKKAuto)

**Sent:** Thursday, 21 November, 2019 11:23 AM

**To:** Claims Dept of CTI

**Cc:** Admin A; Alfred Toh; [irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com); Chong Boon Sen; Vic (LKKAuto)

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Sir/Madam,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

TP CLAIMED		REVISED - TO OFFER
<b>Cost of Repair (w/gst)</b>	\$ 12,445.60	\$ 5,350.00
<b>Loss of Use (\$80 x 6 days)</b>	\$ 480.00	\$ 360.00 (\$60 x 6 days)
<i>Subtotal</i>	\$ 12,925.60	\$ 5,710.00 @ 100%
@ 50%		\$ 2,855.00
<b>GIA Search Fee</b>	\$ 29.00	\$ 29.00
<b>TOTAL</b>	<b>\$ 12,954.60</b>	<b>\$ 2,884.00 @ 50%</b>

Breakdown of days is as follows:

Our surveyor's recommended days to repair	6 days
TOTAL	6 days

Kindly advise if we maintain offer and/or for your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Vic (LKKAUTO)

**Sent:** Wednesday, 16 October, 2019 1:22 PM

**To:** Claims Dept of CTI

**Cc:** Admin A; Alfred Toh; [irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com); Chong Boon Sen; Vic (LKKAUTO)

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**Importance:** High

Dear Sir/Madam,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

Kindly advise if we maintain offer and/or for your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAuto)

**Sent:** Thursday, 5 September, 2019 2:21 PM

**To:** Claims Dept of CTI

**Cc:** Admin A; Alfred Toh; [irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com); 'Chong Boon Sen'

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Sir/Madam,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

Kindly advise if we maintain offer and/or for your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Vic (LKKAuto)

**Sent:** Wednesday, 15 May, 2019 6:11 PM

**To:** Claims Dept of CTI

**Cc:** Admin A; Alfred Toh; [irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com); Vic (LKKAuto)

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9)

AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**Importance:** High

Dear Irene,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and **insisted on a 100% claim** on their favour. Please refer to the attached email. Below breakdown for your easy reference.

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 12,445.60	\$ 5,350.00
Loss of Use (\$80 x 6 days)	\$ 480.00	\$ 360.00 (\$60 x 6 days)
Subtotal	\$ 12,925.60	\$ 5,710.00 @ 100%
@ 50%		\$ 2,855.00
GIA Search Fee	\$ 29.00	\$ 29.00
TOTAL	\$ 12,954.60	\$ 2,884.00 @ 50%

**Breakdown of days is as follows:**

Our surveyor's recommended days to repair	6 days
TOTAL	6 days

Kindly advise if we maintain offer and/or for your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Vic (LKKAuto)

**Sent:** Thursday, 18 April, 2019 3:01 PM

**To:** 'Irene Tay'

**Cc:** Admin A; 'Alfred Toh'; Claims Dept of CTI; Vic (LKKAuto)

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**Importance:** High

Dear Irene,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

Kindly advise if we maintain offer and/or for your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAuto)

**Sent:** Wednesday, 3 April, 2019 4:30 PM

**To:** Irene Tay

**Cc:** Admin A; Alfred Toh; Vic (LKKAuto)

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Irene,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

Kindly advise if we maintain offer and/or for your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAUTO)  
**Sent:** Tuesday, 30 October, 2018 5:01 PM  
**To:** 'Sharon Han'  
**Cc:** Admin A; Mei Kwan (LKKAUTO); 'Alfred Toh'; 'claimsdept@sg.cntaiping.com'; Vic (LKKAUTO)  
**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017  
**Importance:** High

Dear Sharon,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

Kindly advise if we maintain offer and/or for your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAUTO)  
**Sent:** Wednesday, 9 May, 2018 9:26 AM  
**To:** Sharon Han  
**Cc:** Admin A; Mei Kwan (LKKAUTO); Alfred Toh; [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com); Vic (LKKAUTO)  
**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Sharon,

We refer further to the below email.

Please be informed that TP had rejected our offer of 50% and insisted on a 100% claim on their favour. Please refer to the attached email.

Kindly advise if we maintain offer and/or for your further instruction please.



Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Vic (LKKAUTO)

**Sent:** Friday, 23 February, 2018 5:33 PM

**To:** 'Sharon Han'

**Cc:** Asher Sng (LKKAUTO); Admin A; Mei Kwan (LKKAUTO); Vic (LKKAUTO)

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Sharon,

Noted with thanks.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Sharon Han [<mailto:sharon.han@sg.cntaiping.com>]

**Sent:** Friday, 23 February, 2018 2:33 PM

**To:** Vic (LKKAUTO)

**Cc:** Asher Sng (LKKAUTO); Admin A; Mei Kwan (LKKAUTO)

**Subject:** FW: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**WITHOUT PREJUDICE**

Dear Vic,

You may proceed to offer settlement at 50% as advised in your email dated 1/11/17.

Remarks: As driver is an employee of insured, we shall waive the rental agreement.

Thank you & regards

Sharon Han  
Motor Division  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-02  
Springleaf Tower Singapore 079909  
Co. Reg. No. 200208384E  
DID: 6389 6193  
Fax: 6224 7175 / 6224 7478  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[sharon.han@sg.cntaiping.com](mailto:sharon.han@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Joel Goh  
**Sent:** Wednesday, 21 February, 2018 1:33 PM  
**To:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Sharon Han <[sharon.han@sg.cntaiping.com](mailto:sharon.han@sg.cntaiping.com)>  
**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**Without Prejudice**

Dear Vic

Please be informed that Sharon is handling this matter.

Dear Sharon

Please look into it and revert to Vic.

Best Regards

Joel Goh  
Claims Executive (Motor Division)  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-02  
Springleaf Tower Singapore 079909  
Co. Reg. No. 200208384E  
DID: 6389 6184  
Fax: 6224 7175 / 6224 7478  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[joel.goh@sg.cntaiping.com](mailto:joel.goh@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** Wednesday, 21 February, 2018 12:59 PM  
**To:** Joel Goh <[joel.goh@sg.cntaiping.com](mailto:joel.goh@sg.cntaiping.com)>  
**Cc:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017  
**Importance:** High

Dear Joel,

We refer to the below email.

Please be informed that we have not receive any feedback from Insured till date despite several email reminders.

TP claimant is chasing for settlement.

For your approval and/or further instructions please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Vic (LKKAUTO)  
**Sent:** Wednesday, 20 December, 2017 9:49 AM  
**To:** 'Joel Goh'  
**Cc:** Asher Sng (LKKAUTO); Admin A; Mei Kwan (LKKAUTO); Claims Dept of CTI; Vic (LKKAUTO)  
**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Joel,

We refer to your below email.

We tried to contact OI PIC but to no avail.

We had sent out few reminders and requested to obtain copy of the document but to no response. See enclosed emails for your reference.

TP claimant is chasing for settlement.

Please advise.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

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**From:** Joel Goh [<mailto:joel.goh@sg.cntaiping.com>]

**Sent:** Tuesday, 19 December, 2017 4:23 PM

**To:** Vic (LKKAuto)

**Cc:** Asher Sng (LKKAuto); Admin A; Mei Kwan (LKKAuto); Claims Dept of CTI

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Vic

Please advise if there are any updates for this matter.  
Have you received the rental agreement.

Best Regards

Joel Goh  
Claims Executive (Motor Division)  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-02

Springleaf Tower Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6184

Fax: 6224 7175 / 6224 7478

Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[joel.goh@sg.cntaiping.com](mailto:joel.goh@sg.cntaiping.com)

Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Joel Goh

**Sent:** Wednesday, 29 November, 2017 10:08 AM

**To:** 'Vic (LKKAUTO)' <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Cc:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

Dear Vic

Please assist to contact insured and obtain a copy of the rental agreement or employment records in order for us to review and authorise this direct settlement.

Best Regards

Joel Goh  
Claims Executive (Motor Division)  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-02  
Springleaf Tower Singapore 079909  
Co. Reg. No. 200208384E  
DID: 6389 6184  
Fax: 6224 7175 / 6224 7478  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[joel.goh@sg.cntaiping.com](mailto:joel.goh@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Wednesday, 1 November, 2017 6:37 PM

**To:** Joel Goh <[joel.goh@sg.cntaiping.com](mailto:joel.goh@sg.cntaiping.com)>

**Cc:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Jowyn Tay <[jowyn.tay@sg.cntaiping.com](mailto:jowyn.tay@sg.cntaiping.com)>

**Subject:** <SEEK MANDATE> RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - SNM17D02860/C02/9) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**Importance:** High

**CTI REF – SNM17D02860/C02/9**  
**LKK REF - CC6/CTI17009465/Aha3**

Dear Joel,

ACCIDENT INVOLVING VEHICLES SJG 5949A (OI) AND SKS 5900P (TP) ON 13/05/2017

We refer to the above matter.

This is a conflicting version where both parties reported that the accident was caused by the other vehicle.

We tried to contact Insured Driver Mr Chua several times but to no avail. As such, a letter was sent out to Insured Company to notify him of the TP claim dated 22/05/2017. Till date, we haven't receive any feedback from Insured.

TP repairer, however, furnished us a copy of the signed note by Insured stating to bear the repair of the TP vehicle. However, no admission of liability was stated (see enclosed copy). No CCTV Footage available.

In view of the above, we are of the view that liability is not to our Insured's favour and the damages sustained to TP vehicle were consistent to the nature of the accident.

Summary to offer to repairer **MG SOLUTION PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 12,445.60	\$ 5,350.00
Loss of Use (\$80 x 6 days)	\$ 480.00	\$ 360.00 (\$60 x 6 days)
Subtotal	\$ 12,925.60	\$ 5,710.00
@ 50%		\$ 2,855.00
GIA Search Fee	\$ 29.00	\$ 29.00
<b>TOTAL</b>	<b>\$ 12,954.60</b>	<b>\$ 2,884.00</b>

Breakdown of days is as follows:

Our surveyor's recommended days to repair	6 days
<b>TOTAL</b>	<b>6 days</b>

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAuto)

**Sent:** Monday, 31 July, 2017 4:04 PM

**To:** Jowyn Tay

**Cc:** Asher Sng (LKKAuto); Admin A; Vic (LKKAuto); Mei Kwan (LKKAuto); Claims Dept of CTI

**Subject:** RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - TBA) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**CTI REF - TBA**

**LKK REF - CC6/CTI17009465/Aha3**

**WITHOUT PREJUDICE**

Dear Jowyn,

We refer to your below email.

Enclosed for your perusal are the following:

- TP estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Jowyn Tay [<mailto:jowyn.tay@sg.cntaiping.com>]

**Sent:** Wednesday, 17 May, 2017 11:33 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jowyn Tay <[jowyn.tay@sg.cntaiping.com](mailto:jowyn.tay@sg.cntaiping.com)>

**Subject:** RE: Direct Settlement - Accident Involving SJG5949A (OI : CAI - TBA) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**Importance:** High

Dear Vic &/or Mei Kwan,

We refer to your email on 16 May 2017.

We attached our insured's accident report and letter for your immediate attention. At the same time, please forward us the estimate & preliminary advice once available.

Thank you

Regards,

**Jowyn Tay**

Assistant Claims Executive

Motor Division

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00

Springleaf Tower

Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6174

Fax: 6224 7175 / 6224 7478  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[jowyn.tay@sg.cntaiping.com](mailto:jowyn.tay@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Tuesday, 16 May, 2017 7:14 PM  
**To:** Claims Dept of CTI  
**Cc:** Jowyn Tay; Joel Goh; Vic (LKKAuto); Asher Sng (LKKAuto); Admin A  
**Subject:** Direct Settlement - Accident Involving SJG5949A (OI : CAI - TBA) AND SKS5900P (TP : LKK REF - CC6/CTI17009465/Aha3) on 13.05.2017

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SKS 5900P at M/s MG Solution Pte Ltd - Kaki Bukit.

Enclosed herewith a copy of TP's GIA report for your perusal.

Please be informed that the estimated cost of repair and preliminary advice is not ready yet.

We will revert to you on preliminary advice in due course.

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 Vic and he can be contacted at DID: 6841 2096.

***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) | fax: 67414108

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