

Vic (LKKAuto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Wednesday, 22 April, 2020 2:14 PM
To: Vic (LKKAuto); Admin A; Jasper Chua (LKK Auto)
Cc: Ben Tang; Claims Dept of CTI; Alfred Toh; Chee So Chow; Hsiao Tong (LKKAuto)
Subject: RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

LKK REF - CC3/CTI18006753/R1hb3
CTPIS REF SNM18D01881C02/1(ben)

Dear Vic

Please proceed to offer \$3,457.00 (GS) to resolve the property damage claim.

We await your payment advice to enable our Ben Tang to act accordingly.

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 correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. . Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: 65 6389 6183
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Wednesday, April 22, 2020 1:11 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear Sir/Madam,

We refer to the below email.

Please be informed that TP repairer is chasing for settlement.

For your approval and/or further instructions please.

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 | fax: 6741-4108

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



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From: Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]

Sent: Tuesday, 11 February, 2020 3:02 PM

To: Vic (LKKAuto); Ben Tang

Cc: Chong Boon Sen; Alfred Toh; Admin A

Subject: RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear All,

Please note that officer in charge – Ben Tang.

Dear Ben,

Fya/fyi

Thank you,
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:** 太平狮城 Taiping SG

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>

Sent: Monday, February 10, 2020 4:39 PM

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

Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018
Importance: High

Dear Alfred,

We refer to our below email.

Please be informed that TP had rejected our offer and counter proposed as per below email.

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 4,380.31	\$ 2,800.00
2. Loss of Rental (2days x \$350.00)	\$ 700.00	\$ 700.00
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 5,087.31	<u>\$ 3,507.00 @ Global Sum \$3,457.00 (all in)</u>

**02 days recommendation for repair.

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 | fax: 6741-4108

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



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From: Vic (LKKAuto)

Sent: Thursday, 12 December, 2019 5:09 PM

To: Claims Dept of CTI

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

Subject: RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear Alfred,

We refer to our below email.

Please be informed that TP had rejected our offer and counter proposed as per below email.

For your further instruction please.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Thursday, 21 November, 2019 11:33 AM

To: Claims Dept of CTI

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

Subject: RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear Alfred,

We refer to the below mandate.

Please be informed that our offer of LOU @ \$250/day was rejected. TP counter proposed for a LOU @ \$350/day or a global sum of **\$3,457.00 (all in) as per attached email.**

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 4,380.31	\$ 2,800.00
2. Loss of Rental (2days x \$350.00)	\$ 700.00	\$ 700.00
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 5,087.31	<u>\$ 3,507.00 @ Global Sum \$3,457.00 (all in)</u>

**02 days recommendation for repair.

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 | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Wednesday, 16 October, 2019 1:33 PM

To: Claims Dept of CTI

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

Subject: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Importance: High

Dear Alfred,

We refer to our below email and revised mandate.

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 | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Tuesday, 3 September, 2019 5:57 PM

To: 'Claims Dept of CTI'

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

Subject: RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear Alfred,

We refer to our below email and revised mandate.

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 | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Monday, 5 August, 2019 9:55 AM

To: Claims Dept of CTI

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

Subject: RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear Alfred,

We refer to the below mandate.

Please be informed that our offer of LOU @ \$250/day was rejected. TP counter proposed for a LOU @ \$350/day or a global sum of **\$3,457.00 (all in) as per attached email.**

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 | fax: 6741-4108

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From: Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]
Sent: Friday, 2 August, 2019 2:11 PM
To: Vic (LKKAuto); Admin A
Cc: Chong Boon Sen; Alfred Toh; Hsiao Tong (LKKAuto)
Subject: RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

LKK REF - CC3/CTI18006753/R1hb3
CTI REF – SNM18D01881C02/1(cbs)

Dear Vic

We refer to your emails pertaining to the above matter.

Please proceed to resolve the property damage claim at \$3,307.00.

We await your payment advice to enable Boon Sen to act accordingly.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #XX-00 Springleaf Tower Singapore 079909
DID : (65) 6389 6183
FAX: (65) 6224 7478
W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Friday, 2 August, 2019 1:59 PM
To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear Boon Sen,

We refer further to our below email.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Wednesday, 17 July, 2019 3:15 PM

To: Chong Boon Sen

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

Subject: RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3) on 09.04.2018

Dear Boon Sen,

We refer further to our below email.

For your approval and/or further instruction please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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From: Jia Le (LKK Auto)

Sent: Friday, 10 May, 2019 2:02 PM

To: Chong Boon Sen

Cc: Vic (LKKAuto); Admin A

Subject: RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1ub3) on 09.04.2018

Your ref : **SNM18D01881C02**

Our ref : CC3/CTI18006753/R1hb3

Dear Sirs/Madam,

ACCIDENT INVOLVING GX 9001D(OI) & SMB 3519L(TP) ON 09/04/2018

We refer to the above matter.

Insured driver entering yellow box and resulted accident. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**SMRT BUSES LTD**" at **\$3,307.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 4,380.31	\$ 2,800.00
2. Loss of Rental (2days x \$350.00)	\$ 700.00	\$ 500.00 (2days x \$250.00)
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 5,087.31	<u>\$ 3,307.00</u>

**02 days recommendation for repair.

Enclosed here with all the relevant documents for your perusal.

For your approval/instruction please.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Angie Foo <angie.foo@sg.cntaiping.com>

Sent: Friday, 13 April 2018 5:57 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1ub3) on 09.04.2018

Dear Shu Pei,

We refer to your email of 12th April 2018.

We attached our Insured's SAS Report and Assignment Letter for your necessary action.

Please be advised that our Insured is claiming Third Party.

Kindly take note, the claim handler for this case is Chong BoonSen 6389 6171 and do not email to me when seeking instruction or mandate.

Thank you.

Regards,
Angie Foo
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 6186
Fax: 6224 7478 /6224 7175
Email: angie.foo@sg.cntaiping.com
Email: claimsdept@sg.cntaiping.com
Website: www.sg.cntaiping.com

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From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, 12 April, 2018 5:30 PM

To: Claims Dept of CTI

Cc: Angie Foo; Chong Boon Sen; Admin A; Thin Thin (LKKAuto)

Subject: Direct Settlement - Accident Involving GX9001D (OI : CTI - TBA) and SMB3519L (TP : LKK REF - CC3/CTI18006753/R1ub3) on 09.04.2018

WITHOUT PREJUDICE

Dear Boon Sen,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SMB 3519L at M/s SMRT Automotive Services Pte Ltd.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

Our case handler in-charge is Thin Thin and she can be contacted at DID: 6841 2360.

Thank You.

Best Regards,

Shu Pei Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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