

Vic (LKKAuto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Tuesday, 21 April, 2020 4:40 PM
To: Jasper Chua (LKK Auto); Vic (LKKAuto); Admin A
Cc: Irene Tay; Claims Dept of CTI; Alfred Toh; Chee So Chow
Subject: Direct Settlement - Accident Involving GX1172X (OI : SNM19D201184/2(TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

LKK REF - CC6/CTI19004654/Ahb3
CTPIS REF – SNM19D201184C02/2(thp)

Dear Vic

We refer to your emails pertaining to the above matter.

Please proceed to resolve the property damage claim at \$5,135.45.

We await your payment advice to enable our Irene 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](tel:62247175). 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: Claims Dept of CTI
Sent: Tuesday, April 21, 2020 3:31 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: FW: <SEEK MANDATE> RE: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - SNM19D201184/TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

Dear Irene,

Fya

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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: Tuesday, April 21, 2020 3:02 PM

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

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.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: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - SNM19D201184/TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

Dear Sir/Madam,

We refer to our 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: Vic (LKKAUTO)
Sent: Monday, 20 January, 2020 7:06 PM
To: Claims Dept of CTI
Cc: Alfred Toh; Admin A; Chong Boon Sen; Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE> RE: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - SNM19D201184/TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

Dear Sir/Madam,

We refer to our below email.

Please be informed that TP repairer is chasing for settlement.

For your approval and/or further instructions please.

Thank you.



« Wishing you a Happy and Prosperous Lunar New Year »

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, 21 November, 2019 1:25 PM
To: Claims Dept of CTI
Cc: Alfred Toh; Admin A; Vic (LKKAUTO); Chong Boon Sen
Subject: RE: <SEEK MANDATE> RE: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - SNM19D201184/TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

Dear Sir/Madam,

We refer to our below email.

Please be informed that TP repairer 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 | fax: 6741-4108

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From: Vic (LKKAuto)

Sent: Wednesday, 16 October, 2019 1:40 PM

To: Claims Dept of CTI

Cc: Irene Tay; Alfred Toh; Admin A; Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> RE: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - SNM19D201184/TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

Importance: High

Dear Sir/Madam,

We refer to our below email.

Please be informed that TP repairer 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 | fax: 6741-4108

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From: Vic (LKKAUTO)
Sent: Wednesday, 18 September, 2019 2:50 PM
To: Claims Dept of CTI
Cc: Irene Tay; Alfred Toh; Admin A; Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE> RE: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - SNM19D201184/TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

Dear Sir/Madam,

We refer to our below email.

Please be informed that TP repairer 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 | fax: 6741-4108

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From: Vic (LKKAUTO)
Sent: Tuesday, 6 August, 2019 7:22 PM
To: Claims Dept of CTI
Cc: Irene Tay; Alfred Toh; Admin A; Vic (LKKAUTO)
Subject: <SEEK MANDATE> RE: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - SNM19D201184/TAYHP) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

CTI REF – SNM19D201184/TAYHP
LKK REF – CC6/CTI19004654/Ahb3

Dear Irene,

ACCIDENT INVOLVING VEHICLES GX 1172X (OI) AND SLV 5541P (TP) ON 12/03/2019

We refer to the above matter.

It was reported that Insured vehicle had rear-ended the TP vehicle.

We had spoken to the Insured Driver and was informed of the TP claim and NCD issues. A letter was sent out to the Insured to notify TP claim and no feedback received till date.

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)	\$ 10,605.67	\$ 4,708.00
Loss of Use (\$200 x 7 days)	\$ 1,400.00	\$ 420.00 (\$60 x 7 days)
LTA Search Fee	\$ 7.45	\$ 7.45
TOTAL	\$ 12,013.12	\$ 5,135.45

Breakdown of days is as follows:

Recommended Days	6 days
Weekends / Downtime	1 day
TOTAL	7 days

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 | fax: 6741-4108

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Auto
Consultants
Pte Ltd

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

Sent: Friday, 5 July, 2019 2:42 PM

To: Irene Tay; Alfred Toh; Vic (LKKAuto)

Subject: FW: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - TBA) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

Dear Irene,

Fya.

Thank you

Lim Shu Min

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896156 | 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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Friday, 5 July, 2019 11:56 AM

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

Cc: Irene Tay <irene.tay@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: RE: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - TBA) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ahb3) on 12.03.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer further to our below email.

We have inspected TP vehicle SLV 5541P at M/s MG Solution Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP Estimate – Marked
- Inspection Photos
- Re-inspection Photos
- Preliminary Advice

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 <claimsdept@sg.cntaiping.com>
Sent: Thursday, 20 June 2019 11:27 AM
To: Irene Tay <irene.tay@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Shu Pei (LKKAuto) <shupeilkkauto.com>
Subject: OUR REF: SNM19D201184/TAYHP - Direct Settlement - Accident Involving GX1172X (OI : CTI - TBA) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ajb3) on 12.03.2019

Dear Irene,

Please revert LKK.

Thank you

Lim Shu Min
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896156 | F: (65) 62247175

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From: Shu Pei (LKKAuto) [<mailto:shupeilkkauto.com>]
Sent: Wednesday, 19 June, 2019 4:19 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving GX1172X (OI : CTI - TBA) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ajb3) on 12.03.2019

WITHOUT PREJUDICE

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeilkkauto.com | fax: 6741-4108

From: Shu Pei (LKKAUTO)
Sent: Tuesday, 21 May 2019 9:25 AM
To: claimsdept@sg.cntaiping.com
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: FW: Direct Settlement - Accident Involving GX1172X (OI : CTI - TBA) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ajb3) on 12.03.2019

WITHOUT PREJUDICE

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,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Shu Pei (LKKAUTO)
Sent: Thursday, 14 March 2019 3:16 PM
To: claimsdept@sg.cntaiping.com
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving GX1172X (OI : CTI - TBA) AND SLV5541P (TP : LKK REF - CC6/CTI19004654/Ajb3) on 12.03.2019

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLV 5541P at M/s MG Solution Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:
- TP GIA report

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

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 Joy and she can be contacted at DID: 6841 2409.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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