

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Tuesday, 21 April, 2020 3:02 PM  
**To:** Claims Dept of CTI  
**Cc:** Alfred Toh; Admin A; Chong Boon Sen; Vic (LKKAUTO); Jasper Chua (LKK Auto)  
**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  
**Attachments:** LKK INSPECTION REPORT.PDF; LKK ADJUSTMENT REPORT.PDF; LKK INSPECTION PHOTOS.PDF; LKK REINSPECTION PHOTOS.PDF; TP LOD.PDF; LETTER TO OI.PDF

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](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, 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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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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](mailto: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](mailto: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](mailto: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
<b>TOTAL</b>	<b>\$ 12,013.12</b>	<b>\$ 5,135.45</b>

Breakdown of days is as follows:

Recommended Days	6 days
Weekends / Downtime	1 day
<b>TOTAL</b>	<b>7 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:** 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

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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](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto: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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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

**Sent:** Thursday, 20 June 2019 11:27 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Shu Pei (LKKAUTO) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.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

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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

**Sent:** Wednesday, 19 June, 2019 4:19 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto: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: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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---

**From:** Shu Pei (LKKAUTO)

**Sent:** Tuesday, 21 May 2019 9:25 AM

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

**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto: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: [shupe@lkkauto.com](mailto:shupe@lkkauto.com) | fax: 6741-4108

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---

**From:** Shu Pei (LKKAuto)

**Sent:** Thursday, 14 March 2019 3:16 PM

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

**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto: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](mailto:shupe@lkkauto.com) | fax: 6741-4108

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For more information please visit <http://www.symanteccloud.com>

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