

## Khanchna (LKK Auto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** 28 August 2020 9:33 AM  
**To:** Khanchna (LKK Auto); Admin A  
**Cc:** Claims Dept of CTI; Alfred Toh  
**Subject:** RE: MANDATE REQUEST - Accident Involving SLD3604A (OI : CTI - SNM18D02052) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / Your ref: SNM18D02052

LKK REF - CC3/CTI19009108/Nka3  
CTPIS REF - SNM18D02052C02/4(cbs/thp/at) – TPP

Dear Sirs

Please proceed to offer as follow:

|                                  |                                     |
|----------------------------------|-------------------------------------|
| Cost of repairs                  | \$90,600.00                         |
| Loss of use (\$250.00 x 36 days) | \$ 9,000.00 (in the first instance) |
| LTA Search fee                   | \$ 7.00                             |
| Total                            | \$99,607.00                         |
|                                  | =====                               |

### **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](mailto: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](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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 TaipingSG

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**From:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Thursday, August 20, 2020 4:02 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>  
**Subject:** MANDATE REQUEST - Accident Involving SLD3604A (OI : CTI - SNM18D02052) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / Your ref: SNM18D02052

Your ref : SNM18D02052

Our ref: CC3/CTI19009108/Nka3

Dear Sirs,

We refer to the above matter.

Collision occurred at a traffic light junction, Insured driver was making a turn and Third party m/bus alleged that the t/light was in his favour. We are of the opinion that liability is down against our Insured under BOLA S5. We have informed insured about third party claim and agreeable to let Insurance handle and settle.

We seek your approval to offer repairer "**SMRT BUSES LTD**" as follows:-

The summary is as follows: -

|                                      | Amount Claimed | Amount Revised                   |
|--------------------------------------|----------------|----------------------------------|
| 1. Cost of repair                    | \$ 129,655.47  | \$ 90,600.00                     |
| 2. Loss of Use (627 days x \$275.00) | \$ 172,425.00  | \$ 9,900.00 (36 days x \$275.00) |
| 3. LTA Search Fee                    | \$ 7.00        | \$ 7.00                          |
|                                      | \$ 302,087.47  | \$ <b>100,507.00</b>             |

**Surveyor days recommended for 30 repair days + 5 Sundays + 1 PH (Hari Raya) = 36 days**

Enclosed here with all the relevant documents for your perusal.

**For your approval please.**

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** 19 August 2020 5:08 PM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** FW: Direct Settlement - Accident Involving SLD3604A (OI : CTI - TBA) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / our ref: SNM18D02052

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi

Kindly assist.

*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

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

*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*

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**From:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>

**Sent:** Friday, 31 May, 2019 8:39 AM

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

**Cc:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving SLD3604A (OI : CTI - TBA) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018 / our ref: SNM18D02052

Dear Sir,

Pls find insured report and reference.

**Chong Boon Sen**

Claims Executive

Department

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

**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 3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 63896171 | M: (65) XXXX XXXX | F: (65) 6222 1033

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Thursday, 30 May, 2019 10:44 AM

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

**Cc:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SLD3604A (OI : CTI - TBA) and SMB1586E (TP : LKK REF - CC3/CTI19009108/Nka3) on 22/04/2018

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMB 1586E at M/s SMRT Automotive Services 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.

Kindly take note that the case handler in-charge Khanchna and she can be contacted at DID: 6841 2360.

*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

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

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