

Khanchna (LKK Auto)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, 14 July 2020 4:22 PM
To: Khanchna (LKK Auto)
Cc: Admin A; Claims Dept of CTI
Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/lewlc - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

WITHOUT PREJUDICE

Dear Khanchna,

Please proceed as per mandate.

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 correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, July 14, 2020 2:51 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/lewlc - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Ms. Jenny,

We refer to the above matter and our mandate request dated 15/10/2019.

Please be informed that third party is chasing for offer.

Your approval please.

Appreciate your kind understanding.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

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

Sent: Thursday, 25 June 2020 3:57 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/lewlc - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Jenny,

Please assist to revert LKK.

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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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Thursday, June 25, 2020 3:19 PM
To: Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Ms. Elizabeth,

We refer to the above matter and our mandate request dated 15/10/2019.

Please be informed that third party is chasing for offer.

Your approval please.

Appreciate your kind understanding.

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,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Khanchna (LKK Auto)
Sent: Monday, June 1, 2020 3:20 PM
To: Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Ms. Elizabeth,

We refer to the above matter and our mandate request dated 15/10/2019.

Please be informed that third party is chasing for offer.

Your approval please.

Appreciate your kind understanding.

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,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Sent: Friday, April 24, 2020 8:26 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Elizabeth Chew <elizabeth.chew@sg.cntaiping.com>
Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Sir,

Elizabeth will be handling as new case handler.

Hi Elizabeth,

Fyi.

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Chong Boon Sen
Claims Associate
Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) [63896171](tel:63896171) | M: (65) XXXX XXXX | F: (65) 6222 1033

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG 3 Anson Road #16-00 Springleaf Tower Singapore 079909

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

Sent: Thursday, April 23, 2020 6:43 PM

To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Boon Sen,

We refer to the above matter and our mandate request dated 15/10/2019.

Please be informed that third party is chasing for offer.

Your approval please.

Appreciate your kind understanding.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Thursday, March 5, 2020 12:08 PM

To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Your ref : SNM19D202480/CHONGBS

Our ref : CC6/CTI19010310/Aka3q2

Dear Mr. Chong,

We refer to the above matter and our e-mail below.

As requested, we attach herewith a copy of the Insured driver's employment contract.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Sent: Tuesday, 11 February 2020 3:08 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Mandate Request - OUR REF : SNM19D202480C02/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Khanchana,

Please get employee contract from insured before we give mandate.

Liability is clear in tp favour. For my information, just need to verify quantum in order.

Chong Boon Sen

Claims Executive

Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

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#16-00 Springleaf Tower Singapore 079909

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

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

Sent: Tuesday, February 11, 2020 3:01 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Mandate Request - OUR REF : SNM19D202480/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Your ref : SNM19D202480/CHONGBS

Our ref : CC6/CTI19010310/Aka3q2

Dear Sir/Madam,

We refer to the above matter and our e-mail below.

Your approval please as third party is chasing for offer.

Thank you for your kind understanding.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Khanchna (LKK Auto)
Sent: Tuesday, 15 October 2019 3:54 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Mandate Request - OUR REF : SNM19D202480/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Your ref : Please advice
Our ref : CC6/CTI19010310/Aka3q2

Dear Sirs,

We refer to the above matter.

Our Insured driver reversed and collided into parked Third party vehicle. We are of the opinion that liability is down against our Insured and opine that BOLA 22 is applicable. We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be withheld pending for final allocation of liability in settlement.

We seek your approval to offer repairer **"1ST AUTOWORKS PTE LTD"** at **\$3,526.43 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 12,134.23	\$ 3,346.43
2. Loss of Use (3 days x \$ 60)	\$ 180.00	\$ 180.00 (3 days x \$60)
Total	\$ 12,314.23	\$ 3,526.43

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 | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lim Shu Min <shumin.lim@sg.cntaiping.com>

Sent: Thursday, 20 June 2019 3:31 PM

To: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Subject: OUR REF : SNM19D202480/CHONGBS - Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

Dear Boon Sen,

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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Wednesday, 19 June, 2019 8:05 PM

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

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

Subject: Direct Settlement - Accident Involving YM821H (OI : CTI - TBA) AND SLF5476D (TP : LKK REF - CC6/CTI19010310/Aka3) on 29/05/2019

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLF 5476D at M/s 1st Autoworks 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 the estimated cost of repair 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 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 | fax: 67414108

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

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