

## Khanchna (LKK Auto)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** 18 September 2019 9:40 AM  
**To:** CS A Team; Admin A  
**Subject:** LOD Re: Accident on 9/8/2019 involving SHB 706S & GBJ 5951X (China Taiping's insured) Our Ref: TAX/08/19/2022/lg  
**Attachments:** img-918091504-0001.pdf; SHB706S laid-up report.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$4129.69
Loss of Rental	\$696.60 ( 6 days x \$116.10 )
Loss of Income	\$360.00 ( 6 day x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$5193.29</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



## **AUTHORIZATION TO ACT**

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHB706S** (vehicle no.) hereby authorize **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no **SHB706S** that was damaged pursuant to the accident which occurred on **09/08/2019** (date) along **LORONG 24 GEYLANG** (location) involving vehicle no/s **GBG5951X** ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT TAXIS PTE LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 18 (day) of Sept (month) 20 20 (year)



Signed by "the third party claimant"  
(with chop if applicable)



Signed by "the workshop"  
(with chop)



Date: 10/8/19

Our Ref. No.:

### Letter of Authorisation

I, Phng Chian Seng (Name) 51184954/G (NRIC No.) the registered hirer / relief driver / taxi share driver of SMRT taxi registration number SHB 7065 (Taxi No.) hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and 683 5951X (Third party vehicle No.) happened on 08/08/2019 at about 1520 hrs. (Date & time) along Lor 24 Geylang and Lorong Molek. (Place) (the "Accident") on my behalf, including but not limited to instituting and any claims or proceedings against such party or parties (as AutoSvs deems fit in its absolute discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve and settle any proceeding or claim arising out of the accidents, including but not limited to doing any act or executing any document or signing the Discharge Voucher on my behalf as may be required.

Name: Phng Chian Seng Signature: [Signature]  
NRIC No.: 51184954/G  
Tel No.: 67690684  
Address: BLK 605 Senja Rd  
#22-41 S'PORE 670605

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN30441919000

Claim No : SNM19D20385802/1(thp)

Claimant : SMRT TAXIS PTE LTD

Amount : **S\$4,960.00**

Singapore Dollars FOUR THOUSAND NINE HUNDRED AND SIXTY Only

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHB706S

Insured Vehicle No. : GBG5951X

Date of Loss : 09/08/2019

Place of Accident : LORONG 24 GEYLANG

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : ALLS INTERIOR DESIGN

Driver Name : TAY BOON LENG

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) Global Sum S\$ 4,960.00

TOTAL . . . . . S\$ 4,960.00



Claimant Name : \_\_\_\_\_

NRIC No : 8XXXX706F

Signature : \_\_\_\_\_

Date : 02 SEP 2020

\*\*\* This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.





SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV190900153  
Date : 09.09.2019  
Vehicle No. : SHB706S  
Your Ref No. : TAX/08/19/2022  
Our Ref No. : 24102783  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
<b>Parts</b>					
COVER, FR BUMPER	1.00	\$ 495.50	(25.00 )	\$ 123.87	\$ 371.63
SUPPORT, FR BUMPER LH	0.00	\$ 82.30	0.00	\$ 0.00	\$ 0.00
COVER, FR BUMPER LH	0.00	\$ 28.10	0.00	\$ 0.00	\$ 0.00
CLIPS PIECE, FRT & RR BUMPER	10.00	\$ 1.50	(25.00 )	\$ 3.75	\$ 11.25
UNIT, HEADLAMP , LH	1.00	\$2558.90	(10.00 )	\$ 255.89	\$ 2303.01
REAR BUMPER REINFORCEMENT	0.00	\$ 318.80	0.00	\$ 0.00	\$ 0.00
SEAL, RR BUMPER , LH	0.00	\$ 85.20	0.00	\$ 0.00	\$ 0.00
ABSORBER, FR BUMPER LOWER	0.00	\$ 117.00	0.00	\$ 0.00	\$ 0.00
ABSORBER, FR BUMPER	0.00	\$ 70.30	0.00	\$ 0.00	\$ 0.00
SUPPORT, RADIATOR UPPER LH	0.00	\$ 76.70	0.00	\$ 0.00	\$ 0.00
HOOD SUB-ASSY	1.00	\$ 938.40	(25.00 )	\$ 234.60	\$ 703.80
Sub-Total					\$ 3389.69
<b>Labour</b>					
TO REPAIR FRONT PORTION	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00
<b>Others</b>					
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO REPLACE SUNDRY PARTS	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO REPSRAY FRONT BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FRONT SUPPORT PANEL	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO REPSRAY FRONT HOOD	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
GRAND TOTAL					\$ 4,129.69

Remark :

Make/Model : PRIUS4  
Accident Date : 09.08.2019

N.B. Payment by cheque should be crossed and  
made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorised Signature  
for SMRT Automotive Services Pte Ltd



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/08/19/2022

From: SMRT Taxis Pte Ltd

Date: 19/08/2019

**ACCIDENT INVOLVING SHB706S AND GBJ5951X ON 9/8/2019  
3:55 PM ALONG LORONG 24 GEYLANG.**

This is to confirm that the daily rental rate for SHB706S is \$116.10 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely  
SMRT TAXIS PTE LTD



for Manager



## Laid Up Report

Accident Start Date : 01/08/2019

Accident End Date : 18/09/2019

Date Generated : 18/09/2019

User Name : LeeGek

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/08/19/2022	SHB706S	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24102783	09/08/2019 5:16 PM	16/08/2019 8:24 AM

## Enquire Transaction History

Log Date/Time: 13 Aug 2019 / 10:11:29

Transaction Amount: \$7.49

Asset Type: Vehicle

Asset ID: GBJ5951X

Channel: External Agency

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment)

Business Transaction Reference No: 20190813101129277833

User ID: ESASBAHD - BAI QISH BINTE ABDUL HALIL

Search Date / Time: 09 Aug 2019 15:55:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)





**SINGAPORE  
POLICE FORCE**

TAX/08/19/2022 LG

Traffic Police  
10 Ubi Avenue 3  
Singapore 408865  
Tel +65 6547 0000  
Fax +65 6547 6259  
[www.police.gov.sg](http://www.police.gov.sg)

Our Ref : TP/IP/49541/2019  
Date : 22 August, 2019

PHNG CHIAN SENG  
BLK 605 SENJA ROAD  
#22-41  
SINGAPORE 670605



Dear Sir/Madam

**ACCIDENT INVOLVING SHB706S & GBJ5951X ALONG LORONG 24 GEYLANG  
BY JALAN MOLEK ON 9 AUGUST 2019 AT 1555 HRS**

I refer to the above accident.

2. Please be informed that we have completed our investigations which shows that the driver of GBJ5951X had committed an offence of Careless Driving under Rule 29 of the Road Traffic Rules. Action has been initiated against the driver for the said offence.
3. If you have any queries, please contact the Investigation Officer, Jeff Tan Jun Yan at 65476311 or email at [TAN\\_Jun\\_Yan@spf.gov.sg](mailto:TAN_Jun_Yan@spf.gov.sg).

Yours faithfully

Jemeema Farween  
for Head Traffic Investigation  
Traffic Police  
Singapore Police Force

## Khanchna (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** 26 August 2020 6:57 PM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** RE: MANDATE REQUEST - YOUR REF: SNM19D203858-GBJ5951X-THP - Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Sir/Mdm,

We refer to the above matter and your email below.

Please proceed as per your recommendations;

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of repair	\$ 6,469.20	\$ 4,129.69
2. Loss of Rental (6 days x \$116.10)	\$ 696.60	\$ 580.50 (5 days x \$116.10)
3. Loss of Income (6 days x \$60)	\$ 360.00	\$ 250.00 (5 days x \$50)
4. LTA Search Fee	\$ 7.00	\$ 7.00
TOTAL	\$ 7,532.80	\$ 4,967.19

Regards,

**Irene Tay**

Executive

Claims Department (Motor Division)

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F: (65) 62247478/62247175

**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:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Wednesday, August 26, 2020 5:05 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>

**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** MANDATE REQUEST - YOUR REF: SNM19D203858-GBJ5951X-THP - Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

**Your ref :** SNM19D203858-GBJ5951X-THP  
**Our ref :** CC3/CTI19014164/Eka3

Dear Ms. Irene,

We refer to the above matter.

Our Insured driver only lodged police report and no SAS report to date.

Based on all documents at hand and third party's accident video (as attached), we noted that Insured driver reversed and collided into third party vehicle. We are of the opinion that liability is 100% against Insured and the traffic police outcome is against Insured driver for careless driving under Rule 29.

Please advice if Insured had already made the SAS report and if yes, please send us a copy of the Insured GIA and full copy of Insured's police report.

And if not, kindly let us have your approval on whether we may proceed to settle the Third party claim based on the Insured's police report and to offer repairer "**SMRT TAXIS PTE LTD**" at **\$4,967.19 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of repair	\$ 6,469.20	\$ 4,129.69
2. Loss of Rental (6 days x \$116.10)	\$ 696.60	\$ 580.50 (5 days x \$116.10)
3. Loss of Income (6 days x \$60)	\$ 360.00	\$ 250.00 (5 days x \$50)
4. LTA Search Fee	\$ 7.00	\$ 7.00
TOTAL	\$ 7,532.80	\$ 4,967.19

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

**Sent:** 13 July 2020 5:55 PM

**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>;

Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Dear All,

Please note that officer in charge – Irene Tay.

Dear Irene,

Please assist to follow up.

**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.

Thank you

**Lim Shu Min**

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

**Sent:** Monday, July 13, 2020 5:15 PM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>;

Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Dear Mr. Alfred,

We refer to the above matter.

Kindly be informed that Third party is chasing for offer and status.

Please advice whether OI has lodged GIA and if not, please let us have your approval to repudiate.

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:** Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>  
**Sent:** Thursday, 25 June 2020 5:22 PM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Hi Alfred,

We are unable to contact insured.

Please advise.

Thank you.

Elaine

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Thursday, June 25, 2020 4:08 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

**Claim No: SNM19D20385802/1(thp) – GX5951X**

Hi Elaine

We refer to our email of 16 February 2020 and regret to advise that Insured has refused and/or has not and/or has yet to file SAS report other the page 2 police report.

**Please assist to notify mutual client ALLS INTERIOR DESIGN to file the SAS (accident report) IMMEDIATELY.**

*Aside to Irene, can you please assist to keep track on the matter.*

**NOTICE :**

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**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:** Claims Dept of CTI  
**Sent:** Thursday, June 25, 2020 2:13 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>  
**Cc:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Dear Irene,

Please assist and follow up.

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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](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:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Sent:** Thursday, June 25, 2020 2:02 PM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>  
**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)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Dear Sir/Madam,

We refer to the above matter.

Kindly be informed that Third party is chasing for offer.

Please let us know whether our Insured had lodged the SAS report.

If yes, please provide us a copy.

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](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, May 26, 2020 12:43 PM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>  
**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)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

*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.*

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)

---

**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Wednesday, 26 February, 2020 10:03 AM

**To:** Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

**Claim No: SNM19D20385802/1(thp)**

Hi Elaine

Thank you for the assistance on the matter.

Mutual client filed police report likely due to receipt of police notification on the HIT & RUN as alleged by third party.

Aside to LKK Auto Consultants Pte Ltd., please proceed to negotiate the third party claim while waiting for the SAS report.

Aside to Irene, please assist to keep track on the matter.

**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:** Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>  
**Sent:** Wednesday, February 26, 2020 9:43 AM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X (OI : CTI - TBA) and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Hi Alfred,

Attached the police report.

We have informed insured to make insurance report asap.

Thank you.

Elaine

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Tuesday, February 25, 2020 6:28 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Elaine Lee Hwee Ling <[elainelee@bellauto.com.sg](mailto:elainelee@bellauto.com.sg)>  
**Cc:** Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X (OI : CTI - TBA) and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

**LKK REF - CC3/CTI19014164/Eka3**  
**CTPIS REF – SNM19D203858C02/1(thp)**

Dear Khanchna

Please be advised that Insured **has failed and/or has not and/or has yet to file SAS report.**

Aside to Ms Elaine, please assist to notify mutual client, **M/s Alls Interior Design** to file SAS report & police report on the alleged **HIT & RUN accident** at China TaiPing's Authorized Workshop (Reporting Centre) **IMMEDIATELY** for our next course of action.

Aside to Irene, please assist to keep track/repudiate liability, if necessary.

**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](mailto:khanchna@lkkauto.com)>

**Sent:** Tuesday, February 25, 2020 5:20 PM

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

**Cc:** 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)>

**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X (OI : CTI - TBA) and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

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,

**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)

---

**From:** Khanchna (LKK Auto)

**Sent:** Tuesday, 10 December 2019 11:47 AM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** 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)>

**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X (OI : CTI - TBA) and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

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.

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

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)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 8 October 2019 9:24 AM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Cc:** 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)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X (OI : CTI - TBA) and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Dear Irene,

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,

**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)

---

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Tuesday, 20 August, 2019 3:53 PM  
**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** OUR REF: SNM19D203858-GBJ5951X-THP - FW: Direct Settlement - Accident Involving GBJ5951X (OI : CTI - TBA) and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

Dear Irene,

Please assist LKK.

Note : officer in charg – Irene Tay 63896193.

Regards,

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

T: (65) 63896116 | 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:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Tuesday, 20 August, 2019 11:35 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.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:** Direct Settlement - Accident Involving GBJ5951X (OI : CTI - TBA) and SHB706S (TP : LKK REF - CC3/CTI19014164/Eka3) on 09/08/2019

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

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 706S 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

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