

## Hsiao Tong (LKKAUTO)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Thursday, 11 February 2021 11:21 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: YOUR REF: SNM19D204031-GBD7243A-THP - Direct Settlement - Accident Involving GBD7243A (OI : CTI ) AND SMB1625B (TP : LKK REF - CC3/CTI19016202/Ekb3) on 27.08.2019

Dear Mdm,

Please proceed as per your recommendation;

To offer between \$2,707 - \$2,957

	Amount Claimed	Amount Revised
1. Cost of repair	\$ 3,467.50	\$ 1,450.00
2. Loss of Use (6 days x \$275)	\$ 1,650.00	\$ 1,250.00 ~ 1,500.00 (5 ~ 6 days x \$250)
3. LTA Search Fee	\$ 7.00	\$ 7.00
	\$ 5,124.50	\$ 2,707.00 ~ 2,957.00

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:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Friday, February 5, 2021 10:37 AM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: YOUR REF: SNM19D204031-GBD7243A-THP - Direct Settlement - Accident Involving GBD7243A (OI : CTI ) AND SMB1625B (TP : LKK REF - CC3/CTI19016202/Ekb3) on 27.08.2019

Dear Sirs/Mdm,

We refer to our email dated 22/12/2020.

Kindly let us have your mandate/instruction as third party is chasing. Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

**Sent:** Tuesday, 22 December 2020 5:37 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)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Claims Dept of CTI' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: YOUR REF: SNM19D204031-GBD7243A-THP - Direct Settlement - Accident Involving GBD7243A (OI : CTI ) AND SMB1625B (TP : LKK REF - CC3/CTI19016202/Ekb3) on 27.08.2019

**Your Ref: SNM19D204031**

**Our Ref: CC3/CTI19016202/Ekb3**

Dear Sir/Madam,

We refer to the above matter.

Our offer for loss of use for 4 days was rejected. Third party wants for 6 days.

Based on the documents at hand and the TP's video(as attached), we noted that both Insured driver and TP was making a turn in the same direction and as TP driver was turning, the Insured vehicle collided into the TP bus and moved back into his lane. We are of the opinion that liability is down against Insured.

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	\$ 3,467.50	\$ 1,450.00
2. Loss of Use (6 days x \$275)	\$ 1,650.00	\$ 1,250.00 ~ 1,500.00 (5 ~ 6 days x \$250)
3. LTA Search Fee	\$ 7.00	\$ 7.00
	\$ 5,124.50	\$ 2,707.00 ~ 2,957.00

Enclosed here with all the relevant documents for your perusal.

Your approval please.

Thank you.

***"Best Wishes for Merry Christmas & Happy New Year 2021"***

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:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>  
**Sent:** 14 July 2020 1:13 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: YOUR REF: SNM19D204031-GBD7243A-THP - Direct Settlement - Accident Involving GBD7243A (OI : CTI ) AND SMB1625B (TP : LKK REF - CC3/CTI19016202/Ekb3) on 27.08.2019

Dear Sir/Mdm,

Please proceed as per your proposal of \$2,557.00

Thank You.

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

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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Sent:** Friday, June 19, 2020 10:38 AM  
**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** 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:** YOUR REF: SNM19D204031-GBD7243A-THP - Direct Settlement - Accident Involving GBD7243A (OI : CTI ) AND SMB1625B (TP : LKK REF - CC3/CTI19016202/Ekb3) on 27.08.2019

**Your Ref: SNM19D204031**  
**Our Ref: CC3/CTI19016202/Ekb3**

Dear Sir/Madam,

We refer to the above matter.

Based on the documents at hand and the TP's video(as attached), we noted that both Insured driver and TP was making a turn in the same direction and as TP driver was turning, the Insured vehicle collided into the TP bus and moved back into his lane. We are of the opinion that liability is down against Insured.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

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	\$ 3,467.50	\$ 1,450.00
2. Loss of Use (6 days x \$275)	\$ 1,650.00	\$ 1,100.00 (4 days x \$275)
3. LTA Search Fee	\$ 7.00	\$ 7.00
	<b>\$ 5,124.50</b>	<b>\$ 2,557.00</b>

Enclosed here with all the relevant documents for your perusal.

**For your approval 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,

**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)